

Template

MEDICAL SERVICES AGREEMENT

This Medical Services Agreement (“**Agreement**”) is made on this day of, 2016 (“**Execution Date**”) by and between;

BANGALORE INTERNATIONAL AIRPORT LIMITED, a Company incorporated under the Companies Act, 1956, having its registered office at Administration Block, Bengaluru International Airport, Bangalore - 560300, represented by it (hereinafter referred to as “**BIAL**”) which the term shall include its representatives, successors and permitted assignees) of the one part:

AND

M/s, a Registered under the provisions of, having its office at and represented by its (hereinafter referred to as the “**Service Provider**”) which the term shall include its representatives, successors and permitted assignees) of the other part.

BIAL and the **Service Provider** shall individually be referred to as the ‘**Party**’ and collectively as the ‘**Parties**’, as the context may require.

WHEREAS

- a. Pursuant to a Concession Agreement, the Government of India has granted BIAL the exclusive right and privilege to carry out the development, designing, financing, construction, commissioning, maintenance, operation and management of the Kempegowda International Airport (‘**Airport**’), in accordance with the terms contained therein;
- b. BIAL desires to outsource the operation, management and maintenance of the Facility (defined later) and to provide the Service (defined later), to those who have expertise in operation and maintenance of the Facility and for providing the Service and had issued Request for Proposal (‘**RFP**’) and in response to the same the Service Provider has submitted its proposal;
- c. BIAL and the Service Provider have held discussion whereby, the Service Provider has agreed to manage, operate and maintain the Facility and for provide Services at the Airport;
- d. BIAL has accepted the proposal of the Service Provider and expressed its desire to engage the Service Provider and the Service Provider has agreed to manage, operate

and maintain the Facility and to provide the Services at the Airport on a non-exclusive basis subject to the terms and conditions set forth in this Agreement.

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the Parties agree as follows:

1. DEFINITIONS

The following words and expressions appearing in this Agreement shall have the meanings as defined here in this Clause, unless the context requires otherwise:

- 1.1 **'Agreement'** refers to this Medical Service Agreement, and all schedules and attachments annexed to this Agreement or otherwise incorporated by reference; and all written modifications occurring after the date of this Agreement;
- 1.2 **'Airport'** means the Bengaluru International Airport at Bangalore, constructed, maintained, developed, designed, operated, upgraded, modernized, financed and managed by BIAL and includes all its land, buildings, equipment, facilities and systems and further Airport developments;
- 1.3 **"Applicable Law/s"** means all laws, brought into force and effect by the Government of India or the Government of Karnataka including rules, regulations and notifications made thereunder and judgments, decrees, injunctions, writs and orders of any court of record, as may be in force and effect during the subsistence of this Agreement;
- 1.4 **"Commencement Date"** means, the date upon which, the Service Provider commences provision of the Services, being on or before **1st October 2016**;
- 1.5 **'Dispute'** shall have the meaning ascribed to it in Clause 20 hereto.
- 1.6 **'Fee'** shall have the meaning ascribed to it in Clause 8 of this Agreement
- 1.7 **"Facility"** means space of 780 sqm. (Clinic facility in an independent location), and an additional space of approximate 48 sqm. (Pharmacy cum Stabilizing facility at PTB) located within the Airport premises provided by BIAL to the Service Provider under the terms of this Agreement and more fully described and detailed in **Schedule A** hereto which shall also include the ambulance parking positions within the Airport and the ambulances dedicated for providing the Services.
- 1.8 **'Gol'** means the Government of India and any of its duly authorized agency, authority, department, ministry or person (whether autonomous or not);
- 1.9 **"Personnel"** shall mean the directors, employees (permanent, temporary or research), auditors, service providers, shareholders, representatives, officers and any

member of the permanent or temporary staff or any of its licensees, sub-licensees or agents who have been deployed to render Services or any part thereof at the Airport;

- 1.10 **“Service/s”** means the services to be delivered or provided at the Airport by the Service Provider, including the disaster management services, as per the terms and conditions of this Agreement and more fully described in Clause 6 & Schedule C of this Agreement;
- 1.11 **“Relevant Authority/ies”** means any Gol or Government of Karnataka departments or other regulatory authority having jurisdiction in relation to the operation, maintenance and management of the Service under the Applicable Law;
- 1.12 **‘Term’** has the meaning assigned to it in Clause 7 of the Agreement.
- 1.13 **“Utility Charges”** means, charges payable by the Service Provider for availing services for any wireless or other communication system, electric power cable, telephone cable or other cable or apparatus used in any communication, security, lighting, any pipe used in or for the supply of gas, if any, storm water drainage or sewerage together with any duct for such cable or pipe and any apparatus or work ancillary to such cable, apparatus, pipe or duct, whether permanent or temporary and whether provided by BIAL or otherwise.

2. INTERPRETATION

In this Agreement, except to the extent that the context requires otherwise:

- 2.1 reference to a “judgment” includes any order, injunction, determination, decree or other judicial or arbitral tribunal measure in the Indian jurisdiction, which is final and binding;
- 2.2 reference to a “law” includes common law, the Constitution of India and any decree, judgment, legislation, direction, order, ordinance, regulation, by-law, statute, notification, circular, guideline, rule, statutory instrument or other legislative measure, with which BIAL is required to comply by law (and “lawful” and “unlawful” shall be construed accordingly);
- 2.3 references in the singular shall include references in the plural and vice versa;
- 2.4 a reference to a “day” means a calendar day; any reference to a “month” shall mean a reference to a calendar month; and any reference to “year” shall mean a reference to a calendar year (i.e., twelve (12) months) unless context requires otherwise or defined in this Agreement;
- 2.5 references to a particular Clause, paragraph, sub-paragraph, Schedule or Attachment shall, except where the context otherwise requires, be a reference to that Clause, paragraph, sub-paragraph or Schedule to this Agreement;

- 2.6 the headings are inserted for convenience and are to be ignored for the purposes of construction;
- 2.7 terms defined in the Schedules hereto shall have the meanings ascribed thereto in the Schedules when used elsewhere in this Agreement;
- 2.8 the Schedules to this Agreement form part of this Agreement and will be in full force and effect, as though they were expressly set out in the body of this Agreement;
- 2.9 any reference to any agreement (including this Contract), deed, instrument, license, code or other document of any description shall be construed, at the particular time, as a reference to that agreement, deed, instrument, license code or other document as the same may then have been amended, varied, supplemented, modified, suspended or novated;
- 2.10 the words “written” and “in writing” includes a facsimile transmission and any means of reproducing words in a tangible and permanently visible form with confirmation of the transmission;
- 2.11 the words “include” and “including” are to be construed without limitation;
- 2.12 in case of any ambiguity or discrepancy between the Clauses and the Schedules, the Clauses shall prevail; and
- 2.13 if any payments due hereunder become payable on a day when principal commercial banks in Bangalore are closed for business or a day which is declared a holiday under the Negotiable Instruments Act, 1881, such payments shall be deemed due and payable on the next business day thereafter.

3. GRANT

In consideration of the covenants hereinafter reserved, contained and agreed by the Service Provider, under the Agreement, BIAL hereby agrees to make available the Facility (more fully described and detailed out in **Schedule A** hereto), and gives right to manage, operate and maintain the Facility and to provide the Service by the Service Provider at the Airport for the sole purpose as set out in this Agreement.

4. NO PROPERTY RIGHTS

- 4.1 No tenancy, sub tenancy, lease or sublease, any other protected right, title, easement or interest whatsoever permitting the Service Provider in the Facility is or shall be deemed to have been created or sought to be created by or under the grant of permissive right or otherwise (whether by the permissive right or by any amendment in law), and the Service Provider shall not plead any oral variation to the provisions hereof.

- 4.2 Notwithstanding anything contained herein, the Service Provider acknowledges that it has not been granted possession to the Facility and BIAL continues to retain exclusive possession and control of the Facility.

5. APPLICATION FOR APPROVAL; COMMENCEMENT OF INTERIORS

- 5.1 Prior to submitting the final plans for the Facility to any relevant authority for approval (to the extent applicable), or before commencing of any work, the Service Provider shall submit the final plans, which shall be in conformity with BIAL's overall design, including artist's impression for the Facility at the Airport to BIAL for its approval in writing. BIAL hereby agrees that in the general course, it shall approve or reject such final plans within fourteen (14) working days of submission to BIAL. Only in the event BIAL requires technical clarifications from the Service Provider, it shall approve or reject such final plans within twenty (20) working days of submission to BIAL, or such further period as the Parties mutually agreed upon in writing. Only upon such approval by BIAL, shall the Service Provider submit such plans to the relevant authority for approval (to the extent applicable).
- 5.2 In relation to the design of the Facility, the Service Provider expressly confirms the understanding that the Facility is intended to be designed in a manner consonant and harmonious with the design of the Airport. In this regard, the Service Provider expressly agree that it will adhere to all reasonable requirements of BIAL as regards the aesthetics and design of the Facility.
- 5.3 The Service Provider expressly covenants and warrants that any such construction/installation/modification shall be carried out in strict compliance with all the Applicable Laws.
- 5.4 The Service Provider expressly covenants and warrants that it shall not without the previous consent in writing of BIAL, construct, alter, cut, maim or injure any of the flooring, walls, partitions and ceilings of the Facility, nor make any alterations or additions to the Facility without the prior written consent of BIAL.

6 SCOPE

- 6.1.1 Services mean and include medical services, including mass casualty management and day-to-day medical emergencies at KIAB, as per the guidelines of International Civil Aviation Organization, Directorate General of Civil Aviation, & the National Disaster Management Act 2005. The Scope of Services are more fully detailed out in **Schedule C and D** hereto.
- 6.1.2 If any services, functions or responsibilities not specifically described herein or in any related documents but are inherent, necessary or customary part of the Services or are reasonably required for proper performance of the Services in accordance with the Agreement, they shall be deemed to be included within the Scope of Services as if such services, functions or responsibilities were specifically described in this Agreement.

- 6.1.3 The Service Provider shall be responsible for providing (at no additional cost to BIAL) any and all additional items that are not expressly included by the terms of this Agreement to the extent such items are reasonably required for the achievement of the objectives of the work or Services. In the event there is increase in the Scope of Services due to the Service Provider's fault and/or the Service Provider obtains any information that leads it to believe that certain additional work/services is required for the due performance of its obligation under this Agreement, then the same shall be performed by the Service Provider at no additional cost or expense to BIAL.
- 6.1.4 At any time during the Term of the Agreement, BIAL shall have the right and discretion to add or delete the Scope of Services or suspend, partially or in full, the Scope of the Services as mentioned in the Agreement. In the event of any increase or decrease of the Scope of the Services, revenue/ expense, if any, shall be mutually discussed and agreed between the Parties.
- 6.1.5 The Personnel deployed exclusively for the Services herein shall be of professionally qualified, licensed and shall possess minimum 3 years of professional experience. There shall be a panel of human resource in all levels and responsibilities as reserve/emergency quick response to the Airport, with their security clearance duly completed. List of all such Personnel shall be furnished to BIAL in advance and these Personnel shall complete refresher awareness program on aerodrome emergency management at least once in six months.
- 6.2 The Service Provider shall provide all labour, materials, equipment and supervision necessary to perform all Services.
- 6.3 The Service Provider shall provide financial status reports and operational performance reports of the Services as the periodicity required and pre-fixed by BIAL.

7. DURATION

The grant of right shall commence from the Commencement Date and shall be in force for a period of seven (07) years, unless the period is determined earlier, pursuant to any of the provisions of the Agreement (the 'Term'). Upon expiry of the said period, the permissive right may be extended with the sole discretion of BIAL.

8. BUSINESS MODEL FOR AIRPORT MEDICAL SERVICE (SETTING UP, OPERATIONS AND MAINTANANCE):

8.1 The Service Provider shall evaluate in detail the Scope of Services that includes capital expenditure (for building interiors, fixed assets, movable assets etc.), operational cost (staff remuneration, cost of medicines, cost of consumables, logistic requirements, vehicle/ambulance management etc.) and maintenance expenditure (AMC, facility up keeping, ambulance up keeping etc.), Utility Charges for availing services for any wireless or other communication system, electric power cable, telephone cable or other cable or apparatus used in any communication, security, lighting, any pipe used in or for the supply of gas, storm

water drainage or sewerage whether provided by BIAL or otherwise and any other investment required to meet the overall execution of the Services and requirements pursuant to the RFP and the Agreement BIAL will not compromise on the quality and/or quantity of the Scope of Services due to any financial reasons, once the contract is awarded.

8.2 The Service Provider shall explore avenues to generate revenue from all kinds of medical services permitted from the Facility/Service and Scope of Services. Option to introduce and implement various revenue generating medical services within and outside the Scope from the given premises throughout the tenure may be factored. The Service Provider has factored in their Proposal the various tangible and intangible benefits they shall derive from this valuable engagement with BIAL such as high visibility while operating from the Airport, possibilities of tapping medical tourist etc. Apart from this, opportunity to engage airport partners and stakeholders in revenue generations may also be considered, where BIAL will provide independent facilitation and support.

8.3 Based on the above considerations, the Service Provider shall prepare and submit the Proposal / RFP that would be evaluated on a Revenue Share (RS) model or Viability Gap Funding (VGF) model. Proposal submitted with maximum revenue sharing option would be the most preferred, where as if VGF is the only option, in such case the least viability gap will be the priority.

8.4 In the Revenue Share model the Service Provider will be thoroughly evaluated with the business potential at the Airport as regards the quantum/ percentage of revenue it proposes to share with BIAL during the entire tenure. In Revenue Share model the revenue share pertaining to BIAL shall be paid on advance basis before 5th of every month.

8.5 In VGF model, the estimated quantum of financial support (VGF) for capital expenditure and operational expenditure will be assessed thoroughly by BIAL and the least amount of VGF proposed by the Service Provider will be considered for award of contract, where the Service Provider shall specify/suggest the method of cost reimbursement.

9. SECURITY DEPOSIT

9.1 **Security Deposit :** The Service Provider, on execution of this Agreement, shall deposit with BIAL, an interest free refundable security deposit (the “**Security Deposit**”) by way of a demand draft or banker’s cheque issued in favour of “Bangalore International Airport Limited” and payable at Bangalore. The Security Deposit shall be an amount equal to 500000 (five lakh only). The Security Deposit shall be paid by the Service Provider, within fifteen (15) days from the Execution Date.

9.2 BIAL shall be entitled at any time to utilize and make deductions from the Security Deposit for making good any damage caused or permitted to be caused to the Facility

by the Service Provider or any loss resulting from a breach by the Service Provider of any of the terms and conditions herein. In the event of such deduction, notwithstanding any disputes, the Service Provider shall be obliged, without any protest or demur, to make up the differential within seven (7) days of notice of such deduction.

- 9.3 The Security Deposit, less such deductions as may be made there from by BIAL shall be refunded by BIAL within three (3) month after the expiry or earlier termination, provided always that in the opinion of BIAL there are no outstanding breaches by the Service Provider including any amounts that may be outstanding.
- 9.4 BIAL shall at its own discretion, reserve the right at any time during the Term to increase the amount of Security Deposit and the Service Provider shall, within seven (7) days from the date of intimation by BIAL, deposit such additional Security Deposit with BIAL.

10. PAYMENT OF TAXES

The Service Provider shall pay all rates, assessments, outgoings and other taxes whatsoever, applicable from time to time, in respect of the Services. Any income tax that may become applicable to either Party shall be the sole responsibility of that Party.

11. UTILITIES, SUPPLEMENTARY COSTS AND SERVICE CHARGES

11.1 Irrespective of the business model (revenue share model or viability gap funding) the Service Provider shall be required to pay Utility Charges for actual consumption of utilities such as internet, water, and electricity consumed in the Facility (“**Utility Charges**”) and in the common area as well as maintenance and cleaning of common areas (“**Common Areas**” means, portions of the building excluding the Facility but including the corridors, stairways, and all other parts of the Airport used in common with other users of the Airport; columns, gardens, beams, support or outer walls, lobbies, corridors, stairways, fire escapes, entrances, exits, roofs, roads, driveways, footpaths, drains, culverts within and around the Airport; central and appurtenant installations for services such as power, light, water, communications, fire alarm and fire fighting system, public address and sound systems and air-conditioning provided by BIAL or any other authority designated by BIAL and escalators, lifts, toilets, tanks, pumps, motors, fans, compressors, fixed improvements, installations to be provided or subsequently provided by BIAL or any other authority designated by BIAL during the Term).

11.2 The Service Provider shall pay the proportionate Utility Charges consumed on the basis of pro-rata area occupied from time to time or on the actual consumption as per the actual reading of the meter, if provided by BIAL and based on the rates notified by BIAL from time to time. The payment of Utility Charges shall be made by the Service Provider within fifteen (15) days from the receipt of the invoice

from BIAL. The nonpayment of such Utility Charges may attract stoppage/discontinuation of Utility Services by BIAL.

11.3 The Service Provider may be provided such utilities in the Facility, as may be considered appropriate by BIAL. The Service Provider may utilize the Local Area Networking ('LAN') infrastructure, provided by BIAL. No new networking hardware is / are permitted to be connected on BIAL provided LAN and BIAL has the right to disconnect the same and deactivate the ports for breach.

11.4 The Service Provider is not be permitted to obtain any Utility Services from another provider, unless otherwise agreed by BIAL in writing. "Utility Services" as used hereinabove means, without limitation, including any wireless or other communication system, electric power cable, telephone cable or other cable or apparatus used in any communications, security, lighting, traffic control, traffic aid or other similar system, any pipe, ducts used in or for the supply of water, HVAC, gas, storm water drainage or sewerage together with any duct for such cable or pipe and any apparatus or works ancillary to such cable, apparatus, pipe or duct, whether permanent or temporary and whether provided by BIAL or otherwise.

11.5 It is hereby agreed that, BIAL shall be entitled to incorporate its "Supplementary Costs" in the Utility Charges. The Supplementary Costs comprise of Shared Costs, Maintenance Costs and Administration Costs.

11.6 For avoidance of doubt, "**Shared Costs**" are expenses that may be classified as supplementary costs arising from the consumption of utilities for Common Areas. These Shared Costs shall be charged in proportion to the floor space permitted to be used by various parties;

"**Maintenance Costs**" are expenses associated with the use of any services within the Airport. These include expenses for operation of the systems, servicing and maintenance of these systems, equipment, normal maintenance and inspection tasks, and minor repairs;

"**Administration Costs**" covers the expenses for administering the maintenance and provision of utilities and is calculated as a surcharge, on the actual cost of utilities and Maintenance Costs; and

Other Supplementary Costs include costs of communication systems like radio and television, transport facilities like elevator and escalator facilities and any other cost associated with the use of a contractual services, etc.

11.7 The Service Provider shall make arrangements within the Facility to obtain power, water supply and/or any other utility related services from the tapping points provided by BIAL. Any deposits or connection charges required to be paid shall be to the account of the Service Provider.

Any taxes including but not limited to the service tax, cess or charges as notified by the relevant authorities shall be paid by the Service Provider over and above any Utility Charges and shall be paid by the Service Provider as and when due. Any

income tax that may become applicable to either Party shall be the sole responsibility of that Party.

- 11.8 The cleaning and maintenance of entrances, passages and all areas within the Facility shall be the sole responsibility of the Service Provider.
- 11.9 Except for the dedicated parking slots of ambulances of the Service Provider, and one staff vehicle parking slot (until the New facility comes up), BIAL will charge, as per the applicable parking charges from time to time, for parking of vehicles of the Service Provider and its agents or representatives at the Airport. However, once the exclusive medical facility becomes operational, the additional staff parking slot will cease to exist.
- 11.10 In the event of any disruption in power supply, BIAL may provide back-up power by way of diesel generator sets for emergency lighting within the Facility. BIAL shall levy consumption charges for such backup power at rates as may be notified to the Service Provider from time to time. It is further agreed between the Parties that, BIAL will not levy any power charges for charging the ambulance and such power charges will be borne by BIAL.
- 11.11 Any additional backup power required by the Service Provider for the Facility shall be the responsibility of the Service Provider. The Service Provider agrees that such additional power backup will be arranged by way of battery-powered Uninterrupted Power Supply ('UPS') systems to be located within the Facility.
- 11.12 BIAL will provide Trunk Mobile Radio System ('TMRS') equipment to the Service Provider for the communication purposes and the same shall be returned to BIAL in case of expiry or early termination of this Agreement. It is further agreed that BIAL will look after the day to day maintenance of the equipment and if the equipment is damaged due to negligence of the Service Provider, BIAL will get the equipment repaired and the actual amount spent by BIAL shall be paid by the Service Provider to BIAL without any demur or protest.
- 11.13 It is agreed and acknowledged by the Service Provider that BIAL is a facilitator in the provision of Utility Services and cannot be held liable and/or responsible for any delay or disruption in the provision of the Utility Services.
- 11.14 BIAL shall arrange for collection of waste (except bio medical waste) from designated "**Waste Disposal Points**" within the Airport, where sufficient infrastructure shall be provided for the collection of waste materials and cost for such collection of waste shall be paid by the Service Provider at actual. All waste materials generated out of the Facility shall be disposed of by the Service Provider at these Waste Disposal Points, after segregation into bio-degradable and non-bio-degradable waste. The Service Provider undertakes that no waste that is generated out of the Facility shall be disposed of in any manner other than through the Waste Disposal Points and as set out hereinabove.
- 11.15 It is further agreed that all the bio-medical wastage generated from the Facility shall be treated / disposed, on regular basis, as per the Applicable Laws from time to time by the Service Provider at its own cost and expenses. Further

the Service Provider shall also be responsible for collection, treatment, and disposal of the bio-medical waste generated at the Airport Health Office (APHO), especially during State declared public emergencies such as Ebola, Zika, MERS CoV etc. at its own cost and expense.

11.16 The Service Provider shall pay the Utility Charges and Supplementary Costs and any other dues of BIAL every month by way of a demand draft or banker's cheque drawn in favor of "Bangalore International Airport Limited" or any other name as specified by BIAL, payable at Bangalore. The payment shall be made by the Service Provider within Fifteen (15) days from the receipt of the invoice from BIAL. The nonpayment of such Utility Charges may attract stoppage / discontinuation of Utility Services by BIAL.

11.17 It is further agreed between the parties that, if required by BIAL, the Service Provider shall enter into separate agreement with BIAL, with respect to the above mentioned Utility Services.

12. DELAY INTEREST

The Service Provider shall pay the revenue if any, Utility Charges and Supplementary Costs and all charges payable under the Agreement at all times in the manner and within the time period prescribed in this Agreement. If the Service Provider fails to make any payment to BIAL, when due, the Service Provider shall, in addition to the unpaid amounts, be liable to pay interest on the unpaid amounts due at the rate of eighteen percent (18%) per annum and such interest shall accrue from day to day from the date such sums become due up to the date of payment. The rate of interest on delayed payments shall be reviewed by BIAL from time to time and the Service Provider agrees to pay the revised interest as fixed by BIAL.

13. CONFIDENTIALITY

13.1 The Parties agree to use each other's Information only in performance of this Agreement. The Parties agree: (a) not to make copies of the other Party's Information or any part thereof without the written permission of the other Party; (b) to limit dissemination of the other Party's Information to its Personnel, Service Providers and subcontractors on a 'need-to-know' basis and ensure that any such Personnel, Service Providers and subcontractors are subject to confidentiality obligations of at least as protective a standard as under this Agreement; (c) to treat the other Party's Information as strictly confidential and as trade secret information; (d) to disclose the other Party's Information to third parties only with the prior written consent of the other Party and only after such third parties have agreed in writing to be bound by the confidentiality and use restrictions of this Agreement; and (e) to return all of the other Party's Information and any copies thereof to the applicable Party, or destroy such Information and all copies thereof if so directed by the applicable Party in writing, at the expiry of the Term or at such earlier date as the applicable Party may denote in writing. "Information" as used hereinabove means and includes information, manuals, data, drawings, books, records, photographs and documents, whether in hard copy or electronic

form.

13.2 Nothing herein shall apply to any Information in the event: (a) it was already in the public domain at the time of communication; (b) it enters into the public domain through no fault of the receiving Party subsequent to the communication; (c) it was already in the receiving Party's possession free of any obligation of confidentiality at the time of disclosure; provided, however, that such prior possession is documented in writing; (d) it is developed by the receiving Party independently of and without reference to any of the disclosing Party's Information or other information that the disclosing Party has disclosed in confidence to any third party; (e) it is rightfully obtained by the receiving Party from a third party without being subject to obligations of confidentiality; or (f) it is identified by the disclosing Party in writing as no longer confidential or proprietary.

13.3 All Parties to this Agreement acknowledge that the other Parties' Information under this Agreement constitutes unique, valuable and special trade secret and business information of the applicable Party, and that disclosure thereof may cause irreparable injury to such Party. Accordingly, the Parties acknowledge and agree that the remedy at law for any breach or threatened breach of the covenants contained in this Agreement may be inadequate, and in recognition, agree that the applicable Party shall, in addition, be entitled to equitable relief, including injunctions.

13.4 Neither Party shall make any public announcement or disclosure in respect of the subject matter of this Agreement or any of the transactions contemplated herein without the prior written approval of the other Party (save as may be required by law or any regulatory authority or by mutual agreement in which event the scope of the announcement will be limited to the matters required or agreed to be disclosed and the Parties will consult on the terms and timing of such announcement).

13.5 The obligations under this Clause shall survive the expiry or earlier termination of this Agreement.

14. SERVICE PROVIDER'S COVENANTS

The Service Provider hereby agrees and covenants with BIAL as follows:

14.1 Covenants of Operation of Business

14.1.1 The Service Provider shall use the Facility for the sole purpose as defined in this Agreement. The Service Provider shall procure and bring all necessary medical equipment and machinery, consumable & soft goods, medicines and ambulance(s) for operating the Facility/ Service at the Airport. All the

interior, furniture, fixtures, equipment and machinery thus brought shall be maintained by the Service Provider up to industry standards.

- 14.1.2 The Service Provider shall provide the Services in a timely manner with due skill and care skill and care at its own cost and expenses.
- 14.1.3 Service Provider shall ensure that the Facility is designed, managed and operated to international standards in line with the image of the Airport as envisaged by BIAL and in compliance with any instructions and/or guidelines issued by BIAL in this regard. The Service Provider, at its own cost, before commencement of the activities and while effecting any refurbishments and or renovations effected from time to time to the Facility, shall submit a plan and obtain prior written consent from BIAL. It is agreed further that while carrying out installations of fixtures and fittings into the Facility and carrying out renovation or refurbishment thereon, the Service Provider shall ensure compliance relating to National Building Code of India 2005 (and as revised from time to time), fire safety and all other applicable permits, sanctions and approvals as may be necessary for carrying out the above said activities.
- 14.1.4 The Service Provider shall not let/sublet the Facility to its partners, subsidiaries, group companies.
- 14.1.5 The Service Provider shall seek prior written approval from BIAL for any promotional campaign launched at the Facility, related to its own business and for all temporary or additional furnishings, fittings, counters or publicity materials to be used for such promotion; The Service Provider shall apply for, pay for and comply with the conditions of any term or permits, necessary for the display of the Service Provider's signboards and all other permits or approvals for or in respect of the Service Provider's operation at the Facility as may be required by BIAL and under the Applicable Laws. The Service Provider shall use the Facility only for the purpose as set out herein and shall not use for any other activities, without the prior written approval of BIAL;
- 14.1.6 The Service Provider shall take up and maintain suitable and adequate policies of insurance to take care of any accident or other incidents of whatsoever nature that may happen in the course of the occupation of the Facility and to produce to BIAL at any time on demand, such policies of insurance and the receipts for the latest premium paid. The Service Provider shall ensure that no third party or any other liability falls on BIAL due to any such accident or other incident and shall indemnify and shall keep indemnified BIAL, its officers, employees, agents, directors and shareholders for any such liability; The Service Provider shall maintain the Facility at all times in good repair and in safe condition; and
- 14.1.7 The Service Provider shall keep the Service Provider's nameplate within the Facility and within the size specifications as stipulated by BIAL from time to

time and in accordance with Applicable Laws, regulations in force, with prior written consent of BIAL.

14.1.8 The Service Provider and its Personnel, employees shall comply with the policies and procedures of BIAL while performing the Services.

14.1.9 shall strictly adhere to the systems and processes including “information technology security management systems” put in place by BIAL for protecting Confidential Information and shall not without the prior written consent of BIAL make any changes / amendments to the “information technology security management systems” and or breach, Access, disclose, transmit, transfer, remove, copy, delete, share any Confidential data; Service Provider/ its Personnel will indemnify and keep BIAL safe and harmless from and against any loss, damages and shall pay all direct costs, damages, liabilities, charges and all related expenses that BIAL may incur due breach, leak, disclosure, transmission, transfer, removal, copy, loss of any information technology security management systems and Confidential data of BIAL by Service Provider and or its Personnel;

14.1.10 Service Provider/its Personnel shall also adhere to the systems and processes including a back-up and business continuity plan (BCP) to the satisfaction of BIAL and shall not without the prior written consent of BIAL make any changes / amendments to the agreed back-up and business continuity plan;

14.1.11 The Service Provider shall conduct performance governance meeting with BIAL on a Quarterly basis at BIAL’s office where Services are being performed by Service Provider’s Personnel to (1) report and resolve operational issues; and (2) record BIAL satisfaction levels.

14.1.12 Service Provider shall provide for a single point of contact within Service Provider's organization with full authority to make immediate decisions, to BIAL for escalations and for addressing issues with respect to the Services rendered herein, Personnel deployed under and pursuant to this Agreement by Service Provider.

14.1.13 The Service Provider shall promptly and timely respond to the calls for medical assistance by the Airport users.

14.1.14 Personnel:

The Service Provider shall:

- a) provide professionally qualified and licensed employees with at least three years of experience in medical practice, and be responsible for their use of skills and care in the performance of the Services;
- b) shall always give BIAL, the monthly duty roster of all Personnel, employees deployed for BIAL service on every 25th of the preceding month who/shall are/be involved in providing the Services;

- c) ensure that all Personnel shall maintain complete and accurate timesheets for all hours worked (and the activities in relation to which those hours are spent) and provide the same to BIAL upon request by BIAL;
- d) shall ensure that each of the Personnel assigned to perform the Services shall have the proper skill, training and background and shall perform the Services in a competent and professional manner and in a manner compatible with the BIAL's Business and Policy;
- e) advise BIAL of the absence or anticipated absence of any Personnel and substitute the Personnel immediately with before 2 hours of such proposed absence during those with suitable replacements and shall also ensure that Services are not disrupted due to Personnel absenteeism, including holiday or sickness.
- f) Service Provider shall provide BIAL complete details of its Personnel engaged in the performance of the Services and shall ensure that all Personnel who have access to BIAL's premises in connection with the performance of the Services shall at all times comply with the standard security regulations designed by BIAL as per BIAL's policy. Service Provider shall ensure that non-disclosure and or confidentiality agreements are signed by all of its Personnel who have access to BIAL's premises. Service Provider shall make all Personnel aware of and direct them to adhere to security policies and have training in security practices including the handling sensitive or confidential information.
- g) Shall ensure that no Personnel of Service Provider shall be assigned to perform the Services if he or she discloses a conviction, within the preceding ten (10) years, for (1) a felony offense, or (2) a misdemeanor offense involving securities, theft, and fraud, the wrongful taking of property, embezzlement, or similar offences.
- h) recruit, select and deploy Personnel who are adequately trained, qualified for the performance of the Services under this Agreement. Service Provider shall ensure that its permanent Personnel shall serve notice period of two months, in event of resignation/ termination etc. in order to provide minimum two months' time to BIAL for transfer for the Services as rendered by Service Provider under this Agreement.
- i) be solely responsible for the payment of compensation and all statutory benefits of its Personnel and shall cause all such Personnel to affirm and execute an undertaking to the effect that they are not the employees of BIAL for any purpose whatsoever and that they shall not exercise any rights or seek or be entitled to any benefit accruing to the regular employees of BIAL ("Employee Undertakings"). Service Provider shall obtain, maintain and comply with the terms and conditions of all registrations, licenses, permissions and approvals required under the Applicable Law, including labour laws for

rendering the Services; Service Provider agrees that if requested by BIAL, Service Provider shall provide BIAL for inspection with the original Employee Undertakings. Service Provider will indemnify and keep BIAL safe and harmless from and against any claims, and actions and shall pay all direct costs, damages, liabilities, charges and all related expenses that BIAL may incur due to any claim arising from Service Provider's violation of applicable labour statutes in the course of performing the Services.

- j) implement, monitor and review the Services of its Personnel being rendered during the Term; and will also exercise requisite control and supervision over its Personnel in the course of rendering the services and shall ensure that the Services are rendered in a continuous and uninterrupted manner on a best efforts basis.
- k) shall ensure that all its Personnel comply with the all obligations set out in this Agreement, including all the Annexures.
- l) shall ensure that its permanent Personnel shall serve notice period of two months, in event of resignation/termination etc. in order to provide minimum two months' time to BIAL for transfer for the Services as rendered by Service Provider under this Agreement.
- m) in the event that any Personnel engaged/deputed/deployed for rendering Services is, either; 1) no longer available by reason of resignation or termination or the like; or 2) unable to render satisfactory services; or 3) not acceptable to the BIAL by reason of any misconduct or non-performance on the part of such Personnel of Service Provider or 4) is suffering from some contagious disease, illness, Service Provider will replace such individual promptly by another sufficiently skilled, qualified, and experienced person at its own cost. Service Provider will, in the discharge of its obligations use all reasonable endeavors' to minimize changes in Personnel. Notwithstanding anything in this Agreement, Service Provider shall be, and shall at all times remain responsible for the actions of all its employees and Personnel.
- n) shall take all reasonable steps to ensure that its Personnel rendering Services- 1)while rending Services, carry any security pass (such as a picture ID) that has been issued by Service Provider and BIAL. Such pass must be presented to security Personnel prior to entering the premises of BIAL and the Airport, and at any other time on request;2) immediately report the loss of any security-related item (such as keys or a security pass) to his/her manager or supervisor; 3)leave the premises at the agreed time (i.e., the official end of the individual's work day, unless otherwise arranged);4) enter only those portions of the premises where his or her presence is necessary for the proper performance of duties under this Agreement; and 5)comply with any direction given by his/her manager or supervisor in BIAL. Under current policy, BIAL

reserves the right to search the premises and all objects and the Personnel of Service Provider (including desks, closets, and business and personal mail, including that in electronic form).

- 14.1.15 adhere to the mandatory documentation and reporting procedure and requirements regularly, and provide all the details, incident/investigation reports, case summary, book of accounts, balance sheet, documents to BIAL to ascertain the financial health of the Service Provider from its BIAL operations on quarterly basis under and pursuant to the Agreement.
- 14.1.16 in case of Death Cases at the airport: the service provider shall ensure that the body of the deceased has been despatched to the mortuary of own hospital or to the empaneled hospital, unless otherwise required by the law and order enforcement agency.
- 14.1.17 adhere to all mandatory documentation requirements such as incident/accident reports, death (case) summary, death certificate and other documentation projected by BIAL for fulfilling the requirements of Directorate General of Civil Aviation, Bureau of Civil Aviation Security and any other relevant statutory/regulatory/auditing authorities;
- 14.1.18 establish pre-defined and documented process for continuity of its own business at the Airport in times of crisis that complements BIAL Business Continuity Management Systems;
- 14.1.19 not to do or omit to do any act, deed or thing which may in any manner be violate any applicable laws including all applicable laws at the Airport;
- 14.1.20 set up two way hotline / dedicated telephone connectivity between BIAL Airport Operations Control Centre (AOCC) and the Hospital. This shall be manned/attended 24x7x365 and established process shall be set up to ensure its functionality;
- 14.1.21 shall be responsible for obtaining organizational security clearance from Bureau of Civil Aviation Security (BCAS) from time to time, Police verification of its own Personnel to become eligible to obtain AEP for employees (as detailed in the Schedule C) and shall solely bear all charges in this regard including employees police verification charges an any other charges levied by the statutory bodies and government agencies;
- 14.1.22 shall provide book of accounts & balance sheet to BIAL on quarterly basis to ascertain the financial health of the Service Provider from its BIAL operations under and pursuant to the Agreement;
- 14.1.23 annual financial report (audited statement, stand alone at BIAL) of the service provider shall be furnished to BIAL within two months of the closure of the financial year;

- 14.1.24 agrees and completely cooperate to the evaluation of mechanism tools as suggested by BIAL for the assessment / audit of performance and operation and maintenance of facility on monthly basis including internal control mechanism on process , billing etc. (Expenses report, Revenue report with certified statutory auditor);
- 14.1.25 shall provide death certificate / death summary to BIAL within 30 minutes of the unfortunate death of any person(s) within the Airport or on board aircraft;
- 14.1.26 shall adhere to the requirements of BIAL for best quality service to the customers and thereby positive support to the airport service quality (ASQ) surveys conducted from time to time; and
- 14.1.27 shall provide support to the Government/Statutory Organizations at KIAB for successful execution of special programs such as Pulse Polio Campaign, Public Health Emergency Handling, etc. without any additional cost, prejudice or limitation.

14.2 Covenants as to Maintenance, Repair and Cleanliness

- 14.2.1 At all times during the Term, at the Service Provider's expense to keep the Service Provider's fixtures, furniture, carpets, partitions, signboards and all additions thereto, clean and in good condition and to do all repairs and work necessary to maintain them in such repair and condition and to maintain a high standard of cleanliness acceptable to BIAL.
- 14.2.2 To ensure that the surrounding area is kept free of any litter originating from the Service Provider's business and to comply with BIAL's direction to take other appropriate measures to improve the situation in the event that the state of cleanliness in the surrounding area is deemed unsatisfactory by BIAL.

14.2.3 BIAL or any of its authorized representatives, shall have the right to enter, at all times, upon the Facility or any other part thereof for the purpose of viewing the state of repair and condition of the Facility or for doing such works as may be required and to give or leave on the Facility notice in writing to the Service Provider of all defects and wants of repair then and there found, which the Service Provider shall be liable to make good under the covenants hereinbefore contained and in the event the Service Provider does not proceed diligently within one (1) week of any such notice to repair and make good all defects and wants of repair therein mentioned, then BIAL or its agents shall execute such repairs and the Service Provider shall pay on demand all costs and expenses incurred for so doing, including an administrative charge. The Service Provider acknowledges the absolute right of BIAL to enter the Facility at all times.

14.2.4 To seek the prior written approval of BIAL for all mechanical and electrical works to be carried out in the Facility as per the BIAL Method of Work Plan (MOWP) requirement.

14.2.5 To seek the prior written approval of BIAL for availing any catering service in the Facility / portion of Facility located in passenger terminal building.

14.3 Covenants as to Prohibitions

14.3.1 Not to do or permit or suffer to be done on the Facility anything, which may be or become a nuisance, annoyance, inconvenience or disturbance to BIAL or to any of BIAL's Service Provider s or occupiers of any adjoining or neighboring premises, or visitors to the Airport;

14.3.2 Not to leave any waste materials or other refuse in or near the Facility. The waste materials or other refuse shall be removed with extreme care immediately to the Waste Disposal Points and not to any other places within the Airport;

14.3.3 Not to assign, let/sublet or grant any lease/sublease in respect of the Facility or any part thereof nor part with or share the occupation of the Facility or any part thereof without the prior written approval of BIAL;

14.3.4 Not to make any alterations or additions to the Facility or any part thereof, without the prior written consent of BIAL. For avoidance of doubt, any alteration or addition shall include, without limitation, cutting or maiming any portion of the Facility including the floorings, electrical installations, wiring, cabling, mechanical installations, walls, partitions and ceilings of the Facility;

14.3.5 Not to store at any time explosives, petroleum, spirit or other highly inflammable substance and noxious or objectionable smokes, fumes, gases, in the Facility without the prior written consent of BIAL and except in accordance with the Applicable Laws. It is further agreed that the Service Provider shall provide list of drugs, which are inflammable in nature, on monthly basis, and

BIAL will not unreasonably withhold such approval to the Service Provider for storing the same in the designated place in the Facility. Further, the Service Provider shall store such inflammable drugs as per the Applicable Law from time to time and any violation will be treated as breach of this Agreement; and

14.3.6 The Service Provider hereby covenants to be treated as a trespasser and/or illegal operation in case of utilizing the Facility beyond the term or in case of utilization of the Facility in contravention of the rules and policies herein.

14.4 Covenants as to Indemnity

The Service Provider hereby covenants to indemnify and hold harmless BIAL, its employees, servants and agents from and against all actions, claims, demands, losses, damages, costs and expenses for which BIAL shall or may be or become liable in respect of and to the extent that they arise from:

14.4.1 The Service Provider committing any breach or contravention of the terms and conditions of this Agreement, its obligations under this Agreement, Applicable Laws, applicable permits, codes, ordinances or regulations, bye laws;

14.4.2 any act of commission or omission, or default on the part of the Service Provider and/or its Personnel, agents, affiliates;

14.4.3 the negligent use, misuse, waste or abuse by the Service Provider or any employee, servant, agent, the Service Provider invitee or any other person claiming through or under the Service Provider of any Utility Services and facilities and appurtenances of the Facility or the Airport;

14.4.4 loss, damage, (including physical or mental injury, libel, slander) injury or death from any cause whatsoever to property or person caused or contributed to by the use of the Facility by the Service Provider or occasioned or contributed to by any act, omission, negligence, breach or default of the Service Provider or any employee, servant, agent, affiliates of the Service Provider invitee or any other person claiming through or under the Service Provider;

14.4.5 loss, damage, injury or death of any person or any loss, damage or injury to property due to any accident or other incident;

14.4.6 The Service Provider also agrees to indemnify and hold harmless BIAL from time to time and at all times hereafter, from and against, all notices, claims, demands, action, suits or proceedings given, made or initiated against BIAL on account of the Service Provider, as also against all costs, charges and expenses suffered or incurred by BIAL on account of the aforesaid; and

14.4.7 The Service Provider shall at all times indemnify and keep BIAL indemnified against all expenses/file, cost etc., incurred by BIAL, including but not limited

to Labour laws such as Minimum Wages Act, 1948, Employer's Liability Act, 1938, the Workmen's Compensation Act, 1923, Industrial Disputes Act, 1947 etc., or any modifications thereof or any other law relating thereto and rules made there under from time to time or as a consequence of any accident or injury to any workman or other persons in or about the Works, whether in the employment of the Service Provider or not, save and except where such accident or injury has resulted from any act of BIAL, his agents or servants, and also against all costs, charges and expenses of any suit, action or proceedings arising out of such accident or injury and against all sum or sums which may with the consent of the Service Provider be paid to compromise or compound any claim. Without limiting his obligations and liabilities as above provided, the Service Provider shall insure against all claims, damages or compensation payable under the Workmen's Compensation Act, 1923 or any modification thereof or any other law relating thereto.

14.4.8 The Service Provider shall at all times indemnify and keep BIAL indemnified against all expenses, cost etc., incurred by BIAL on account of failure or non - disposal of wastes as per the Agreement.

14.4.9 If the System or the products, equipment of the Service Provider have a defect, which causes injury, death or damage to persons or to property, the Service Provider shall indemnify, defend and hold BIAL harmless for any and all Liabilities arising from injury, death or damage.

14.5 Service Provider's covenants as to Insurance

14.5.1 Third party Insurance

To effect and maintain throughout the Term, such insurance, with a reputed insurer, against any damage, death, loss or injury which may occur to any property (including that of BIAL) or to any person (including any employee of BIAL) as a result of the execution of any works and in the use or occupancy of the Facility.

14.5.2 Accident or Injury to Workmen

The Service Provider hereby covenants to take out forthwith at its own expense and as a condition precedent to the commencement of any work under this Agreement, a policy or policies of insurance with an reputed insurance Company, insuring the Service Provider against all liabilities arising out of any claim or claims by any and every workman employed in the performance of terms and conditions this Agreement, for payment of compensation under or by virtue of the Workmen's Compensation Act, or any other law amending or replacing such Act and for all costs and expenses incidental and consequential thereto.

14.5.3 Fire and Special Perils

The Service Provider hereby covenants to take out forthwith at its own expense and as a condition precedent to the commencement of any work / operation under this Agreement, a policy or policies of insurance with a reputed insurance Company (to be approved by BIAL in writing), against the costs, consequences and damages on account of fire and any natural calamities.

14.5.4 Theft or Burglary

The Service Provider hereby covenants to take out forthwith at its own expense, a policy or policies of insurance with an insurance Company, against the costs, consequences and damages on account of any theft or burglary at the Facility.

14.5.5 Proof of Insurance

The Service Provider hereby covenants to produce copies of all insurance policies pertaining to the Facility, whenever required by BIAL, the policy or policies of insurance and the receipts for payment of the current premiums with regard to the insurance referred to in this Clause 13.5.

14.6 Covenants as to Fire Safety Regulations and Requirements

The Service Provider shall provide and install firefighting equipment/ extinguishers and appliances in the Facility, if not provided by BIAL and shall maintain the same continuously in a fit and proper condition. BIAL shall be entitled to direct and specify the number, quality and specifications of the said firefighting equipment and appliances. The Service Provider shall ensure that all employees, whether regular or on contract basis, of the Service Provider shall undergo the firefighting training arranged and organized by BIAL from time to time.

14.7 Covenants as to maintenance and operation

14.7.1 The Service Provider shall appoint and deploy minimum 2 professionally qualified doctor/physician, 2 pharmacist and 2 nurse, appropriate number of Support Staff etc. during the Term. The Service Provider shall ensure that the minimum required staff shall be present, all the time at the Airport (24/7/365), for providing Services.

14.7.2 It is further agreed by the Service Provider that, in case of any air crash or any medical emergencies the Service Provider shall make available additional number of professionally qualified medical staff in addition to the above and shall also provide required number of psychologist psychiatrist and trauma counselors etc., and BIAL will settle such cost and expenses incurred by the Service Provider, upon furnishing the valid invoices. All additional cost incurred at the Airport towards managing aircraft crash or major disasters will be settled on mutual agreement.

- 14.7.3 The Service Provider shall provide and deploy and operate minimum of two fully equipped cardiac ambulance (Advance Life Support) at the Airport and ensure that ambulance shall be kept in the designated place in the land side of the Airport for meeting any emergency.
- 14.7.4 Documents such as medical emergency protocol, standard operating procedures for medical incident management, checklists, triage management plan for disaster management etc. in line with the prevailing Aerodrome Emergency Plan; and monthly/quarterly incident reports, monthly roster of staff deployment etc. as required by the Ministry of Civil Aviation or any other relevant authority shall be shared with BIAL. Such documents required to be approved by BIAL and soft and hard copies shall be made available to BIAL from time to time
- 14.7.5 Appoint and roster three (3) professionally qualified paramedic (emergency medical technician), for round the clock operation of three (3) ambulances owned by BIAL and they shall undergo all the mandatory in-house training conducted by ARFF on behalf of BIA from time to time, which includes ambulance drill, rescue drills, triage set up and monthly hot fire drill.
- 14.7.6 The Service Provider shall ensure that, all the time, the required medicine shall be kept in the pharmacy; in addition personal high quality protective equipment like 3M masks, gloves, sanitizer etc. to handle public health emergency situation also shall be maintained for availability of Airport stakeholders.
- 14.7.7 The service provider shall ensure the at the facility/service areas/employees/ and documentation are available for the monthly audit as mandated by the statutory authorities, and provide all support to the Airport service quality surveys from time to time.
- 14.7.8 The Service Provider shall procure, install and maintain all the required machinery, equipment and medicine for the operation of Service/Facility at the Airport. The details of required Medicines, Equipment, and key Personnel are detailed out in **Schedule E**.

14.8 Compliance requirements of the Service Provider

- 14.8.1 The Service Provider shall always comply with the Applicable Laws including laws relating to aviation: the Service Provider shall, at all times, be in compliance with the relevant and Applicable Laws concerning the safety and security of the Airport as stipulated from time to time by the relevant government authority, agency or by BIAL;
- 14.8.2 Compliance with the Applicable Laws relating to labour legislations: The Service Provider and/or its agents and employees shall observe, perform

and comply with all rules and regulations of applicable labour legislations and the provisions of any statutory law applicable from time to time, including any rules and regulations made by any other government departments and / or local or municipal body or administration in force from time to time and to the Services provided by the Service Provider under this Agreement;

14.8.3 The Service Provider shall maintain all statutory log books required under each labour enactments including but not limited to muster rolls, attendance register etc., and shall provide the same to the authorised representative or to the auditors appointed by BIAL for verification;

14.8.4 The Service Provider shall have the PF, ESIC and other applicable registrations under various labour legislations from time to time and shall furnish proof for the same to BIAL and the Service Provider shall make statutory payment such as PF, ESIC, monthly salary and overtime payment to its employees (if applicable) and shall submit proof to BIAL on monthly basis; and

14.8.5 The obligations of compliance required under Labour Laws applicable to the Service Provider in connection with this Agreement, shall survive after expiry or pre termination of this Agreement.

14.8.6 The Service Provider shall operate the Facility/ Service as per the Acts, Rules and Standards published from time to time by the State and Central Ministry of Health and Family Welfare, and International guidelines and recommendations issued by the World Health Organizations, fulfilling the requirements specified by DGCA, BCAS & ICAO for aviation requirements and NDMA for national disaster management requirements.

14.9 Maintenance of records and verification

14.9.1 Subject to compliance with all the Applicable Laws, the Service Providers shall keep full records in respect of the operation, Facility /Services and management of its activity or business, and shall make them available for inspection, upon receipt of reasonable notice and during normal business hours to the Government of India, the Government of Karnataka or any other governmental or regulatory authorities or agencies for the purpose of verification. Further, even after termination, the Service Provider shall maintain and keep all necessary records pertaining to the Agreement for period of one (01) year and upon prior written request by BIAL, the same shall be made available to BIAL or any governmental agency.

14.9.2 At any time during normal office hours, the Service Provider shall promptly give BIAL and its authorized agents, including any of BIAL's Auditors, full

and free access to the originals of and/or as requested, copies of all such Information as BIAL may reasonably require, enabling or assisting BIAL to:

- a) verify or enforce compliance by the Service Provider with its obligations under this Agreement; and
- b) comply with its obligations under Applicable Laws.

14.9.3 Throughout the Term of this Agreement, the Service Providers' performance shall be monitored by BIAL on quarterly basis or on any other periodicity as BIAL may deem fit and proper, based on such minimum service levels, or such other service levels / criteria as may be determined by BIAL from time to time. The Service Provider may be given reasonable time to implement and attain such service levels / criteria through its performance, however, grant of such reasonable time by BIAL shall, under no circumstance, be construed to be a waiver or relaxation of the Service Provider obligation to perform and attain such revised service levels / criteria;

14.9.4 shall provide all the financial details, documents as asked by BIAL from time to time to ascertain the revenue generated by the Service Provider on quarterly basis under and pursuant to the Agreement.

14.10 General Covenants

14.10.1 The Service Provider hereby covenants at all times to observe and conform with all such rules, regulations and directions as may be prescribed by BIAL from time to time for the management and administration of the Airport or by any Applicable Law or relevant authority and at all times to ensure that all employees of the Service Provider and other persons authorized by the Service Provider use the Facility and observe and comply with all such Applicable Laws. BIAL reserve the right to stop any and all services to Facility for non-compliance/breach of this Clause, apart from right to terminate the entire agreement;

14.10.2 To exhibit on the Facility any posters, signs, placards or publicity materials and to distribute any brochures, leaflets, pamphlets and the like as BIAL may require;

14.10.3 If BIAL requires to restore the Facility or such portion of the Facility to its original state and condition and/or to remove such additions, fittings and fixtures, as BIAL shall specify in writing, repair any damage to the Facility arising from such removal to the satisfaction of BIAL, make all necessary submissions and obtain the approvals from the relevant authorities for such removal and repair (hereinafter referred to as the "Works") and yield up the Facility to BIAL upon the expiry or sooner determination of Term hereby

created, provided always that if the Service Provider shall fail to carry out the Works or any part thereof as aforesaid, BIAL may carry out the same and recover from the Service Provider the costs of the Works including an administrative charge as asked by BIAL, Utility Charges, Airport Service Charge and other amounts, which BIAL would have been entitled to receive from the Service Provider, if the Facility had continued to be allowed to the Service Provider during the period of restoration at the same rate hitherto payable by the Service Provider;

- 14.10.4 In the event of an emergency or security screening of the Airport, to keep open and make available the Facility for such security checks or inspection and to station a representative at the Facility until the security check or inspection is over; and
- 14.10.5 To alter or restrict access to any entrances or openings of the Facility which BIAL deems necessary for security reasons.
- 14.10.6 The Service Provider shall ensure that a dedicated duty mobile should be available with the duty team at the Airport.
- 14.10.7 The Service Provider shall not remove its Personnel deployed for Airport duties without written approval of BIAL.

14.11 Service Provider's Privilege

Subject to Clause 14.1 hereto, upon the Service Provider paying the Utility Charges and Supplementary Costs and other charges and observing and performing its covenants and obligations under this Agreement, the Service Provider shall have the privilege to use the Facility for setting-up, managing, maintaining and operating the Facility and also for providing the Service during the Term.

15. BIAL'S COVENANTS

BIAL hereby agrees and covenants with the Service Provider as follows:

15.1 Minimum Development Obligations (Facilities):

BIAL shall grant permissive right to the Service Provider and will provide approximate space of 780 sqm (clinic facility), and an additional space of approximate 48 sqm (Pharmacy cum Stabilizing facility) (hereinafter referred as "**Facility**") and the Service Provider shall commence services, operate and manage the Facility/ Services, on or before **1st October 2016 (Commence Date)** at the Airport within the premises so given. BIAL will provide only the required covered space (warm shell) with utility points for operating the Facility/Service, and the Service Provider shall undertake all required interiors, furniture, fixtures and equipment.

15.2 Access:

BIAL may, at any time, in good faith in the interests of the Airport as a whole, or as

may be directed by the Government of India and/or the Government of Karnataka, vary any means of access to or egress from the premises. Any such variation shall be carried out with prior information to the Service Provider and BIAL shall not be held liable to compensate the Service Provider in any manner whatsoever.

16. TERMINATION

TERMINATION CONSEQUENT TO SERVICE PROVIDER'S DEFAULT

17.1 Service Provider's Default Events:

BIAL may terminate this Agreement in any of the following circumstances if:

17.1.1 The Service Provider repeatedly refuses to provide or fails to provide the Service in the Airport;

17.1.2 The Service Provider repeatedly delays in making payments to BIAL on the relevant due dates;

17.1.3 The Service Provider is in material breach of any of the terms and conditions of this Agreement or / and fails to strictly comply with the Applicable Law;

17.1.4 If any material representation or warranty given by the Service Provider under this Agreement is incorrect;

17.1.5 If the Service Provider breaches or / and fails to comply with the security measures and guidelines prescribed by the Relevant Authorities or / and BIAL from time to time;

17.1.6 The Service Provider fails to maintain the Facility in a clean and hygienic manner or provides;

17.1.7 The Service Provider fails to depute qualified and required staff, employees for operating and managing the Facility or for providing the ambulance facility;

17.1.8 The Service Provider is repeatedly unable to provide and maintain the required minimum quality standards; or

17.1.9 An order is made or resolution is passed for the liquidation, bankruptcy or dissolution of the Service Provider, which is not, if capable of being so, discharged or, as the case may be, revoked within sixty (60) days thereafter.

17.2 Notice

BIAL shall not enforce its rights to terminate this Agreement in the circumstances described in Clause 16 unless and until:

17.2.1 BIAL serves on the Service Provider a written notice of seven (07) days specifying the breach complained of and requiring the Service Provider to remedy it (if capable of remedy) and the Service Provider fails to remedy the breach

The requirement of providing a notice under this Clause shall be limited to such circumstances, which are capable of being remedied. If there is a breach which, in the opinion of BIAL, is not capable of being remedied, BIAL shall not be required to comply with this Clause, and shall have the right to terminate this Agreement forthwith.

17.2.2 Notwithstanding anything contained in this Agreement, BAL reserves the right to terminate this Agreement at will, for its convenience, without assigning any reason by issuing thirty (30) days' notice to the Service Provider.

18. TERMINATION CONSEQUENT TO BIAL'S DEFAULT

18.1 Right to Terminate

If there is a material breach by BIAL of any of the terms and conditions of this Agreement, the Service Provider may terminate this Agreement after giving 60 days' notice to BIAL to rectify. If BIAL fails to rectify within subsequent 60 days after the receipt of the notice of the Service Provider, the Service Provider may terminate this Agreement.

18.2 Notice

The Service Provider shall not enforce its right to terminate this Agreement under Clause 17.1 unless and until:

18.2.1 the Service Provider serves on BIAL a written notice of ninety (90) days specifying the breach complained of and requiring BIAL to remedy it (if capable of remedy); and

18.2.2 BIAL fails to remedy the breach (if capable of remedy) within sixty (60) days after notice from the Service Provider so to do (or, where that is not possible, to commence to remedy the same within such period and thereafter to proceed diligently and in good faith to complete such remedy).

19. CONSEQUENCES OF TERMINATION

19.1 Transfer of fixed and/or immoveable assets.

In the event of termination or expiry of this Agreement, the Service Provider shall transfer all fixed and/or immoveable assets of the Service Provider installed within the Facility, in favor of BIAL at no cost. The Service Provider shall execute any documents and provide BIAL or its nominee with any such assistance as may be required to effectuate a transfer of the immoveable and/or fixed assets to BIAL pursuant to this Clause.

19.2 The Service Provider shall, upon termination of this Agreement also:

- 19.2.1 immediately discontinue the performance of the Services on the date and to the extent specified in the notice;
- 19.2.2 promptly remove all its Personnel without any disturbance , hassles from the Airport.
- 19.2.3 hand over to BIAL all Confidential Information, documents, etc., prepared by the Service Provider under this Agreement, whether complete or in progress;
- 19.2.4 hand over all documents, information, materials, items , facilities provided by BIAL for or in connection with the performance of the Services; and
- 19.2.5 comply with other reasonable requests from BIAL regarding the terminated Services.

19.3 BIAL may at its option call upon any securities and guarantees provided to BIAL pursuant to this Agreement, for any such amount.

20. REPRESENTATIONS & WARRANTIES

The Service Provider represents and warrants to BIAL that as of the date of execution of this Agreement:

- 20.1 has the requisite skill, knowledge, experience, expertise, infrastructure and capability to carry out the Services and also has trained and experienced persons having requisite skills, knowledge, experience, and expertise to perform the functions in terms of this Agreement and the Service Provider has agreed to perform the Services;
- 20.2 has the power and authority and has taken all actions necessary to validly execute and deliver this Agreement;
- 20.3 obligations under this Agreement will be legally valid and binding and enforceable against it;
- 20.4 is subject to the laws of India;
- 20.5 execution, delivery and performance of this Agreement will not conflict with, result in the breach of, or constitute a default under, or accelerate performance required under the terms of any covenant, agreement, understanding, decree or order to which

it is a party or by which it or any of its properties or assets is bound or affected and does not result in a violation of Applicable Law;

- 20.6 has no knowledge of any violation or default with respect to any order, writ, injunction or decree of any court or any legally binding order of any relevant authority empowered by Applicable Law which may result in any material adverse effect on its ability to perform its obligations under this Agreement;
- 20.7 has complied with Applicable Law in all material respects and has not been subject to any fines, penalties, injunctive relief or any other civil or criminal liabilities which, in the aggregate, has or may have a material adverse effect on its ability to perform its obligations under this Agreement;
- 20.8 are no actions, suits, proceedings, or investigations pending or, to its knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in a breach of this Agreement or which individually or in the aggregate may result in any material impairment of its ability to perform its obligations under this Agreement;
- 20.9 sums, in cash or kind, have been paid to, or accepted by, any person or will be paid to, or accepted by, any person or on its behalf by way of fees, commission or otherwise to induce BIAL to enter into this Agreement;
- 20.10 is able to pay its debts as they fall due or otherwise is solvent as per applicable law, it has not compounded with or negotiated any composition with or called any meeting of its creditors, a receiver, trustee or manager has not been appointed over the whole or any part of its assets or rights, it has not committed any act of bankruptcy or insolvency or passed any resolution for or otherwise entered into any liquidation, winding up or administrative order or taken or suffered any action analogous to any of the foregoing under the laws of India or any other applicable jurisdiction;
- 20.11 the Service Provider is not in breach of any agreement with any person who has provided loans, deposits, advances, guarantees or other financial facilities to the Service Provider; and
- 20.12 all taxes due and payable by the Service Provider have been paid, and all tax returns and reports required to be filed by the Service Provider have been timely and correctly filed. There are no claims now pending or matters under dispute with any taxing authority in respect of any tax of the Service Provider.
- 20.13 it has all necessary rights, authorizations and/or licenses to provide the Services to BIAL.

21 DISPUTE RESOLUTION:

- 21.12 The Parties shall attempt to amicably resolve any dispute between the Service Provider and BIAL arising out of this Agreement and the obligations hereunder (a “Dispute”). Any

Party may give written notice of a Dispute to the other Parties within seven (7) days of the occurrence of the event which gives rise to such dispute or such event coming to the notice of the applicable Party.

21.13 The Service Provider and BIAL shall each nominate one (1) person to attempt amicable settlement of the Dispute within ten (10) days of receipt of notice under this clause and such attempt shall commence immediately thereafter.

21.14 If any Dispute arising hereunder is not amicably settled within thirty (30) days of commencement of attempts to settle the same (or any extended time at the option of the Parties), the Dispute shall be referred to arbitration and the Parties agree that the same shall be referred to a Sole Arbitrator, who shall be chosen by BIAL amongst the three (3) Arbitrators nominated by BIAL. The Parties agree that the arbitration proceedings will be conducted at Bangalore and shall be governed by the provisions of [Indian] Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof for the time being in force.

21.15 Miscellaneous

21.15.1 Each Party shall pay the expenses of the arbitration and the eventual liability for the costs in terms of the arbitral award. No arbitrator shall be the present or former employee or agent of, or Service Provider or counsel to either Party or in any way related or closely connected with the Parties. The language of the arbitration shall be English.

21.15.2 During the pendency of any Dispute, the Service Provider shall, at the option of BIAL, continue to provide the Service in accordance with this Agreement regardless of the nature of any Dispute, unless this Agreement has expired or has determined as per the terms agreed in this Agreement.

21.16 Decision / Award

Any decision or award of an arbitral tribunal appointed pursuant to this Clause shall be final and binding upon the Parties. The Parties agree that any arbitration award made may be enforced by the Parties against assets of commensurate value of the relevant Party, wherever those assets are located or may be found, and judgment upon any arbitration award (wherever necessary) may be entered by any Court of competent jurisdiction thereof. The Parties expressly submit to the jurisdiction of any such court for the purposes of enforcement of any arbitration award.

21.17 This Agreement shall be governed by the laws of the Republic of India. The Courts of Bangalore shall have exclusive jurisdiction over any dispute arising hereunder.

22 NON-EXCLUSIVE RIGHT

The Service Provider's permissive right to use the premises and manage and operate the Facility in accordance with this Agreement at the Airport or any part thereof, is not exclusive and shall not prevent BIAL from granting a similar right to other parties.

23. GENERAL

23.1 No Agency

The Service Provider agrees and confirms that, in operating and managing, maintaining and performing its obligations and liabilities hereunder, it will be acting as an independent contractor for its own account and will not be acting as or deemed in any respect to be the agent or partner of BIAL.

23.2 Language

This Agreement has been negotiated and executed in the English language. In the event of any translation into any other language, this Agreement shall continue to be construed and interpreted according to the English language version, which shall therefor prevail in the event of any conflict.

23.3 Waivers

No waiver of any of the term of this Agreement shall be effective, unless made in writing, and no waiver of any particular term shall be deemed to be a waiver of any other term.

23.4 Modifications

No amendment or modification of or addition to this Agreement shall be valid unless made in writing and signed by both BIAL and the Service Provider.

23.5 Entire Agreement

This Agreement constitutes the entire agreement and understanding between the Parties hereto at the date hereof and the operation, maintenance and management of the Facility and providing the Services and accordingly, supersedes and cancels all prior agreements (whether oral or in writing), requests for proposals, proposals, invitations to tender, forms of offer, tenders, letters and other documents in whatever form concerning the same.

23.6 Severability

If any term of this Agreement or its application to any circumstance shall, to any extent, be illegal, void, invalid or unenforceable, the legality, validity and enforceability of the remainder of this Agreement and the application of that term to

other circumstances shall not be affected thereby, and each term of this Agreement shall be valid and enforceable to the fullest extent permitted by the Applicable Law.

23.7 Survival of Clauses

All terms, conditions and provisions of this Agreement, which, by their nature, are independent of the period of performance, shall survive the cancellation, termination, expiration, default or abandonment of this Agreement.

23.8 Taxes

23.8.1 All taxes, cess, levies, fees and any such amounts payable under this Agreement shall be borne by and be payable by the Service Provider. The Service Provider shall bear any implication of service tax that may arise pursuant to any service rendered under this Agreement.

23.8.2 For the purposes of this Agreement, any reference to 'Tax' or 'Taxes' shall be exclusive of Income Tax. Any Income Tax, that may become applicable to either Party, shall be the sole responsibility of that Party. It shall be the responsibility of the payer to promptly provide the other Party the relevant certificates evidencing any Income Tax withheld / deducted pursuant to the Applicable Laws.

23.8.3 without prejudice to any other provisions of this Agreement, where, in respect of any Tax borne by the Service Provider, the benefit of any tax credit or Value Added Tax ('VAT') credit is available to BIAL or any other person, the Service Provider shall ensure compliance with the Applicable Law in relation to such Tax / VAT requirements, as would enable BIAL or other person, as the case may be, to avail of such credit to the fullest extent possible.

23.9 Costs & Expenses

The Service Provider shall bear its own costs and expenses, including without limitation all legal expenses, in connection with this Agreement, its preparation, negotiation or / and perfection. BIAL shall bear its own costs and expenses, including without limitation all legal expenses, in connection with this Agreement, its preparation, negotiation or / and perfection. The Service Provider shall bear any and all stamp, registration and similar duties in connection with this Agreement.

23.10 Consents

Any approval, consent, expression of satisfaction, expression of acceptability or the like of BIAL referred to in this Agreement may be given or withheld (except, where otherwise specified herein) in the absolute discretion of BIAL and without giving any reason therefor and, if given, may be given upon and subject to such terms as BIAL may in its absolute discretion think fit.

23.11 Law & Jurisdiction

This Agreement shall be governed by and construed in accordance with the laws of and applicable in India. Each of the Parties hereto irrevocably submits to the sole and exclusive jurisdiction of the Courts at Bangalore, India.

23.12 Change in Law

23.12.1 BIAL shall not be responsible to the Service Provider, if as a result of Change in Law (defined later), the Service Provider suffers an increase in costs or reduction in net after tax return or other financial burden, loss, liability or damage in connection with the operation or / and manage mentor/ and maintain of the Facility and Services.

23.12.2 For the purposes of this Clause, “**Change in Law**” means, the occurrence of any of the following after the date of this Agreement:

23.12.2.1 the modification, amendment, variation, alteration or repeal of any existing Indian law or the enactment of any new Indian law; and

23.12.2.2 the commencement of any new Indian law, which as on the date hereof, has not been enacted.

Should such Change in Law result in a substantial increase in the financial liability of the Service Provider, BIAL shall, if so requested by the Service Provider, discuss the effect of such Change in Law with the Service Provider and the decision of BIAL shall be final and binding on the Service Provider in this regard.

24. NOTICES

Any notice, notification or other communication under or in relation to this Agreement shall:

24.1 be given or made in writing and shall be delivered by hand to, or sent by prepaid Registered post acknowledgment due (RPAD) or by facsimile to, the appropriate person, address or facsimile number previously communicated for that purpose by the Parties to this Agreement, or such other address or facsimile number as the Party to which, it is given or made, may have for the time being substituted therefor, by notice in accordance with this Clause to the Party giving or making the same; and

24.2 in the case of delivery:

24.2.1 by hand or sending by RPAD be effectively given or made upon receipt at that address; and

24.2.2 by facsimile be deemed to be effectively given or made upon production of a transaction report by the machine from which, the facsimile was sent, which indicates that, the facsimile was sent in its entirety to the facsimile number of the recipient, and provided that, a hard copy of the notice so served by facsimile, was posted within the same day as the notice was served by electronic means.

25. AMBIGUITY OR DISCREPANCY OF DOCUMENTS

If the Service Provider shall find any ambiguity or discrepancy in or between the documents comprising this Agreement, it shall immediately notify the same in writing to BIAL. If such ambiguity or discrepancy is or may be relevant to the rights granted herein or the Service Provider's obligation to operate, manage maintain the Facility and to provide the Service, BIAL shall, within a reasonable time, resolve the ambiguity or correct the error, and will notify the Service Provider of the interpretation to be adopted.

26. BIAL'S REMEDY IN EVENT OF BREACH OF SERVICE PROVIDER'S OBLIGATIONS

Without prejudice to the other rights available to BIAL hereunder, if the Service Provider fails to comply with its obligation(s) under this Agreement, the Service Provider shall be liable for damages as decided by BIAL. The Service Provider shall be liable to pay BIAL's actual losses and costs caused or to the extent contributed to by the failure to comply with its obligations under this Agreement for which the Service Provider is responsible and BIAL's decision in this matter shall be final and binding on the Service Provider.

27. COUNTERPARTS

This Agreement may be signed in two (2) counterparts with each counterpart being deemed as original.

IN WITNESS whereof, these presents have been entered into the day and year first above written.

BANGALORE INTERNATIONAL AIRPORT LIMITED

By:

By:

Name:

Name:

Designation:

Designation:

In the presence of:

Witness:

Name:

Address:

In the presence of:

Witness:

Name:

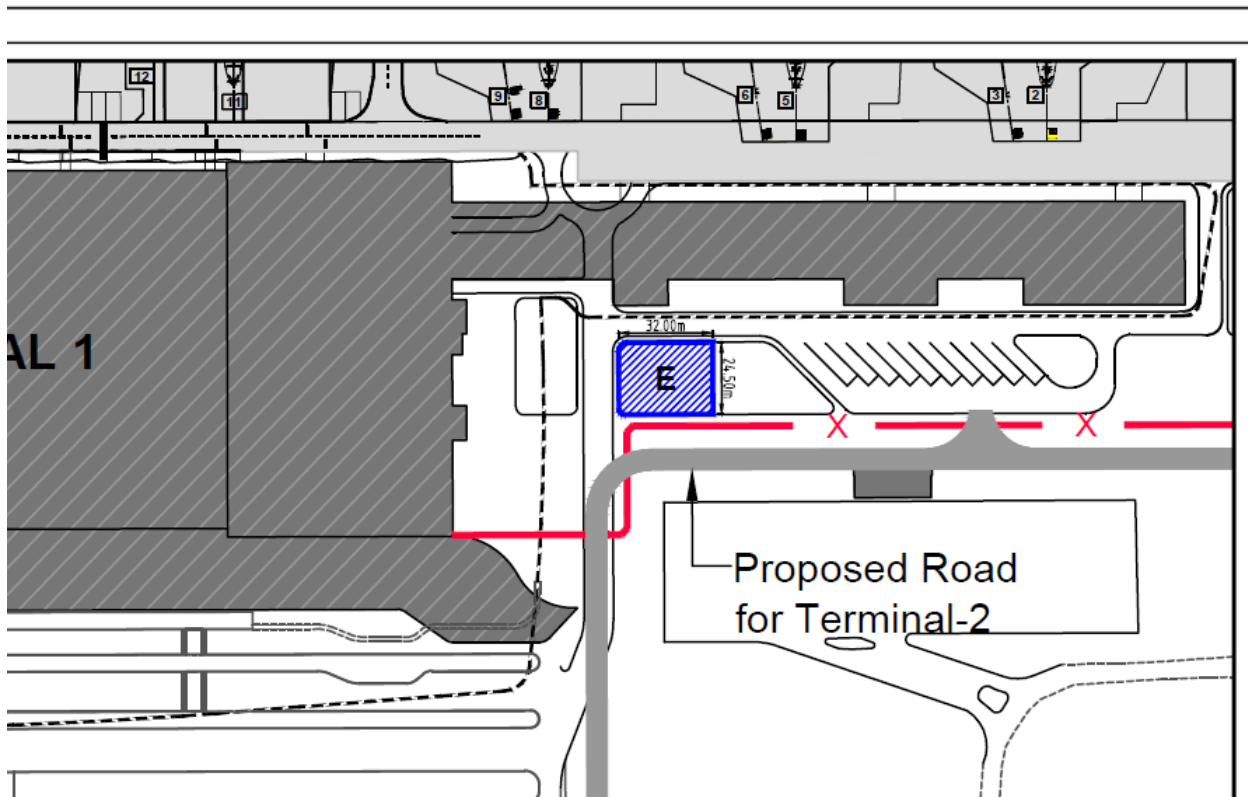
Address:

SCHEDULE A
AIRPORT MEDICAL FACILITY - LOCATION AND PLAN DETAILS

BIAL will grant permissive right to the Service Provider and will provide approximate total space of 780 sqm (Airport Medical Centre at Location-1), and an additional space of approximate 48 sqm (Pharmacy cum Stabilizing facility at Location-2) and the Service Provider shall assume services, operate and manage the Facility/ Services on or before 1st October 2016. In addition, a BIAL run 8 bed transit facility as mandated by DGCA also shall be managed by the Service provider.

Location -1

An exclusive building proposed in between the existing terminal building and the proposed Terminal-2 (in front of the Peers) for running the Airport Medical Centre. The entire premises measures to 784 sqm, where BIAL will construct the Building at its cost (warm shell with utility points terminated at the respective locations).



Location 1 (as above) is expected to shelter the following services (but not limited to):

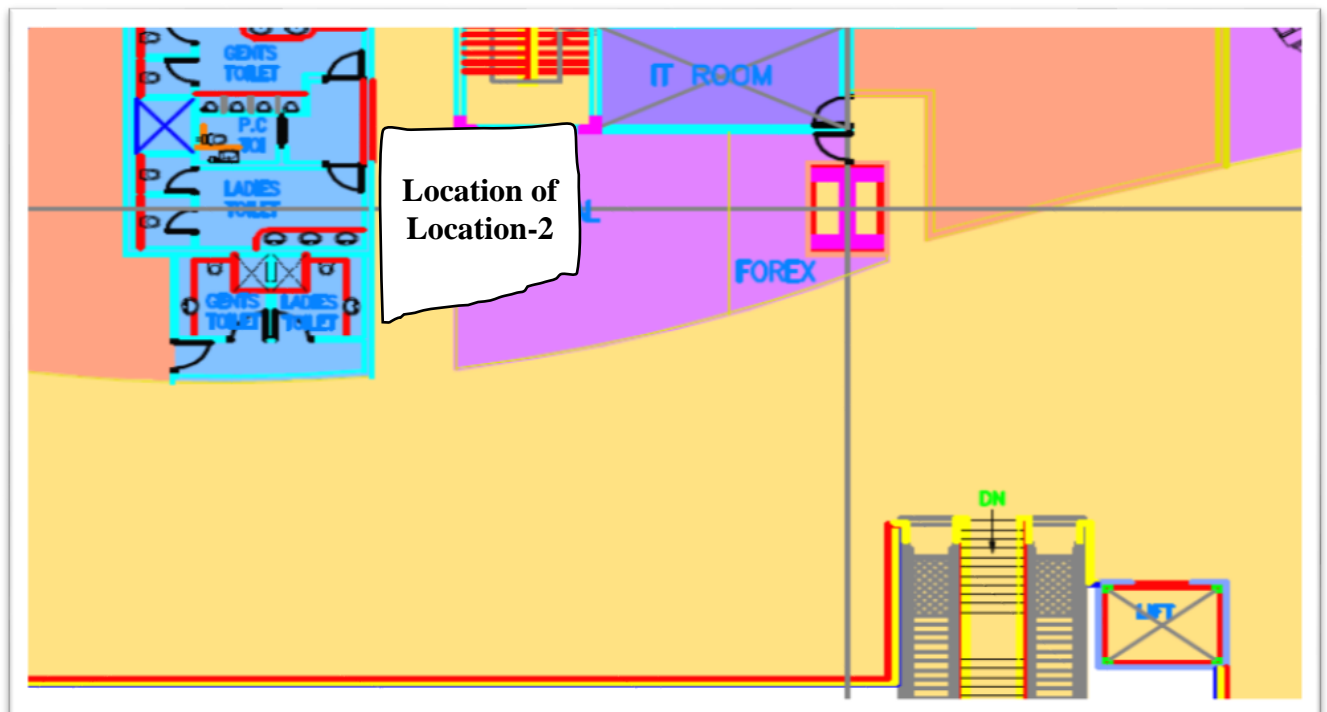
1. Medical inspection Room (2 numbers) with beds, equipment and attached washing facility
2. Nursing station 1 common for both consulting room
3. Facility to accommodate “10 bed ward”
4. Emergency Room with approx. 3 beds for Casualty Stabilization
5. Attached Pharmacy with public access /sale window facility
6. Bio medical storage/handling area attached with the facility
7. The medical facility to have
 - Reception/registration desk

- Waiting area,
 - Baby care room,
 - Medical equipment storage room for stretcher, wheel chair etc ,
 - Small pantry
 - Separate toilets for Men / Women/Special Care
8. Space for ancillary services such as Telemedicine, Ayurveda, X-Ray facility and other similar value addition services (optional / depends on space utilization plan)
 9. Parking facility for minimum 5 ambulances at a time on the yard of the Facility
 10. Parking area for max 2 Staff vehicle
 11. One way entry / exit roads to the facility for faster ambulance movement.
 12. Access (lift/stair case) provision to level one, in future expansion

NOTE:- After considering the above provisions, if the Service Provider proposes any other specific services associated with Medical Industry and useful to the Airport users/customers with the intention of making medical service prone to user requirements and revenue generating, they shall propose such services in the bidding time itself. For such proposals, the Service Provider can consider Location-1 and/or Location-2 only.

Location-2

The medical clinic located currently in the Passenger Terminal Building, Level 1 with an area of 48 sqm is to be reorganized as “Pharmacy cum Stabilizing facility” where Pharmacy will be run 24x7x367 whereas the Stabilizing Centre will be used only if critical casualties from upper levels of the PTB necessitate stabilization before shifting to Hospital for advanced care. Interior customization, furnishing, operation, maintenance, up-keeping of the facility rests with the Service Provider.



Location -3

Location 3 is an eight bedded MI Room located at the Aircraft Rescue and Fire Fighting (ARFF) building to function as a casualty transit point in case of aircraft crash. The Medical service provider shall be responsible for maintaining medical storage at this location regularly on monthly basis. The EMTs as detailed in the scope is based at this location



SCHEDULE B

BUSINESS MODEL FOR AIRPORT MEDICAL SERVICE (SETTING UP, OPERATIONS AND MAINTANANCE):

(To be filled at the time of execution of the Agreement.)

SCHEDULE C

Airport Medical Scope of Services

DETAILED SCOPE OF AIRPORT MEDICAL SERVICE AT KIAB

The Service Provider shall inter alia provide the following major domains of Airport medical Services:

1. Setting up, Operation & Management of clinics & pharmacies for day-to-day medical care;
2. Deployment, Operation & Management of ambulances for day-to-day medical support;
3. Mass casualty management within the Airport and in its vicinity with support of panel hospitals, panel doctors, ambulance service providers etc.;
4. Management of BIAL MI Room located at ARFF & Ancillary Medical Facility Support at BIAL
5. Complete participation in emergency mock exercises (full-scale, partial, and table top exercises as organised by BIAL and shall also take up mock exercises within the Facility and organisation);
6. Partnering with BIAL for various need based Medical training for Airport Staff
7. Advanced medical care support including air ambulance, tele-medicine, Bike Ambulance etc.;
8. Support to Government of India & Government of Karnataka in handling public health emergencies such as Ebola, Zika, MERS, Pulse Polio etc.;
9. Meeting compliance requirements to statutory regulations, audits, and advisories with documented practices;
10. Partnering for various Airport staff welfare schemes by HR and promotional initiatives with CSR.

For clarity, the above major domains are elaborated below.

I. SETTING UP, OPERATIONS & MANAGEMENT OF CLINICS & PHARMACIES (24X7X365) FOR DAY-TO-DAY MEDICAL CARE:

The Service Provider:

- a. shall set up, operate, and manage a clinic under its own books and accounts up to 10 bed facilities including an emergency room & a Pharmacy in the location-1 with all medical equipment that can stabilize the patient before sending to the hospital for advanced care and medical inspection room facilities.

It shall also setup, operate, and manage a Pharmacy in the location-2 Round the Clock, and a Casualty Stabilizing Centre with all required equipment that can stabilize the PTB based patient before sending them for advanced care.

- b. shall make available, 2 numbers of professionally qualified medical doctor, 2 paramedic, 2 trained nurses and 2 pharmacist exclusively for the Location 1 & 2 . The Service Provider shall arrange for more support staffs as and when required proportionate to the number of beds in the clinic for round the clock operation of the Facility/ Service; and shall operate minimum 2 ambulances with dedicated drivers 24x7x365 at the Airport right from the Effective Date of the agreement

The Medical practitioners are based at the Location 1 & 2. However, in case any emergency occurs within the Airport , as per the aviation practices, the Doctor(s) and/or the Paramedic(s) shall move to the incident spot for initial medical care, followed by the casualty can be brought to the clinic or to the city hospital.

- c. The costs of routine services provided can be recovered from the clients/customers availing the same, however the tariff rate for each service shall be dully vetted by the BIAL authority; and such revenue shall be part of the commercial bid submitted with the Proposal.
- d. shall comply with all applicable laws including labour, aviation laws.
- e. Service provider shall ensure that Duty Mobiles (Smart Phone Handset with Post Paid SIM card) are available with (1) Duty Doctors, (2) Duty Paramedics, (3) Ambulance Drivers, (4) all EMTs on Duty, (5) Pharmacists who are deployed 24x7x365. The cost involved in the same shall be part of the proposal at the time of Bidding. The cost of setting up of Hotline communication between BIAL-AOCC and the Service Provider Hospital also shall be factored.
- f. The service Provider shall explore option to sell OTC products or even prescription medicines in the Security Hold Areas, partnering with any other commercial outlet (on a revenue share model with such partners); if the Service Provider decides to do it, necessary approval for the same shall be obtained before execution of the agreement with BIAL
- g. ensure that the pharmacies shall have all prescription medical drugs and Over the Counter (OTC) products available twenty-four (24) hours a day. The cost of goods sold to the individual customer can be recovered from the customer; however, such revenue SHALL be part of the commercial bid submitted with the Proposal.
- h. shall ensure that the hospital shall have and maintain minimum three (3) numbers of standard First Aid Kits in the clinic for carrying it for emergency use at remote locations.

- i. shall ensure that the hospital shall assign a dedicated Chief Medical Officer for coordinating all day to day functioning of the Medical Service at the Airport and liaison with the designated BIAL Nodal Officer for meeting all administrative and regulatory requirements as quick as it is required by the Airport operator.
- j. shall ensure that the designated Chief Medical Officer shall prepare, and implement various standard operating procedures such as (1) Mass Casualty Management Triage Plan, (2) incident/accident response & management Protocol, (3) Ambulance Operating Procedures (4) Multi-Hospital casualty transfer and tracking procedures etc. as required by the Ministry of Civil Aviation, and in line with the BIAL Aerodrome Emergency Plan. All such plans prepared shall be duly approved by BIAL authorities in advance.
- k. shall ensure that the hospital and all of its staff appointed or on roster for the Airport providing medical Service have formally undergone the mandatory (1) initial induction at the Airport and (2) refresher courses once in year.

II. DEPLOYMENT, OPERATION & MANAGEMENT OF AMBULANCES FOR DAY-TO-DAY MEDICAL SUPPORT:

The Service Provider shall:

- a. ensure availability of minimum two (2) advanced Life Support ambulances, one on the airside and the other on the landside of the Airport 24x7x365 (Note: positioning of the ambulances may vary from time to time as per change in Airport emergency plan). In the event a patient is required to be evacuated to any hospitals in the city, the respective ambulance shall take them to the hospital, and if the time required for such ambulance to return is more than an hour, in such case a replacement ambulance shall be sent to the Airport to reach within a maximum of thirty (45) minutes
- b. ensure that the hospital shall dedicated ambulance drivers trained in first aid / CPR to run the ambulances;
- c. ensure that in normal time the ambulances shall park and manure only at the designated space. Obtaining vehicle entry passes, airside driving passes, and airside entry passes for all concerned staff shall be the responsibility of the Service Provider.
- d. in case of Death at the Airport: the Service Provider shall ensure that the body of the deceased has been kept at the Location-1 (Ambulances or Location 2 or Location 3 shall not be used for this purpose) until its despatched to the mortuary of own hospital or to the empaneled hospital, or any Government Hospitals unless otherwise required by the law & order enforcement agency.

III. MASS CASUALTY MANAGEMENT WITHIN THE AIRPORT AND IN ITS VICINITY WITH SUPPORT OF PANEL HOSPITALS, PANEL DOCTORS, AMBULANCE SERVICE PROVIDERS ETC :

Airport Medical Service shall be the single point of contact for coordination of all medical requirements during an emergency at Kempegowda International Airport, Bengaluru. This includes adequate number/quantity of medical supply, ambulance service, hospital beds, blood and blood volumes and medical practitioners.

The primary purpose of medical service (as defined by international aviation regulations) is to provide triage, first aid and medical care in order to (1) save as many lives as possible by locating and stabilizing the most seriously injured, whose lives may be in danger without immediate treatment, (2) provide comfort to the less seriously injured and to administer first aid, and (3) transport casualties to the proper medical facility

To achieve the above objectives, there shall be (1) a Medical Coordinator or Triage Coordinator at the disaster site responsible for onsite medical & triage management; (2) Liaising Officer based at the AEOC for off-site medical coordination; and (3) Medical Transport Officer for casualty and ambulance management at the Staging Area near disaster site.

Further the Service Provider shall:

- a. Strictly adhere to the Medical requirements detailed for accident/incident/disaster management in the "Aerodrome Emergency Plan"; while major area of involvement only listed in this RFP, if details pertaining to the role in such scenario required, the Service Provider can demand the same in writing, so that it will be addressed during the clarification phase of the RFP.
- b. Ensure that a quick response team (QRT) consisting of doctors, para medics, trauma counsellors, triage supplies, medical supplies, coffin bags, and any other requirements to contain a mass medical emergency is maintained at the Hospital in such a way that in case of any such requirements the QRT reaches the Airport within 45 minutes from notification.
- c. Ensure that the panel hospitals respond to mass medical emergency at the Airport in the following manner: (1) a team of medical practitioners reaching the Airport to support Triage Management, (2) another team with all resource support ready at the hospital to take casualties sent to them. The panel hospitals shall have the capability in terms of facilities, trained human resources, and competencies to tackle major emergencies such as aircraft crash, terrorist attack etc. in the Airport or up to 10 km radius of the Airport.
- d. Ensure that Service Provider and the hospital shall act as BIAL's single point of contact for medical Services with regard to any disaster/emergency at the Airport. To facilitate this process, hospital shall make arrangements within their hospital(s), and enter into MoU with other hospitals, professionally qualified medical practitioners, and ambulance service providers so as to ensure the availability of approximate one hundred (200) dedicated emergency beds in the event of an emergency, including the availability of appropriate numbers of ambulances, surgeons, operating theatres and similar requirements.

- e. Ensure that the Service Provider and the hospital shall enter in to formal mutual aid agreement with all hospitals/nursing centres/clinics that has at least 25 bed facility up to 30 km radius of the Airport (both private and government) - as required by the Govt. of India regulations.
- f. Ensure that the Service Provider and the hospital shall have a well-defined disaster management plan and protocol as required by the ICAO and DGCA, which comprises designated Medical Coordinator, Triage Coordinator/officer, Medical liaising Officer and Casualty Loading Officer.
- g. Ensure that on the provision of a telephone call to the single point of contact as defined in Agreement, the Service Provider and its hospital shall immediately arrange to source in additional medical supplies, medical Personnel, quick response teams, and ambulances so as to discharge its obligations hereunder, including contacting partner hospitals and ambulance Company/Hospital and preparing them to receive casualties. All liaison between other partner hospitals, ambulance providers and healthcare professionals shall be carried out by the hospital.
- h. Ensure that in the event of a disaster, the medical coordinator of the Service Provider shall deploy adequate number of medical practitioners at various crisis management locations at the Airport such as (1) Triage area, (2) Care Centre, (3) Meet greet service area, (4) Crew Reception Centre, (5) Reunion Centre (6) and the Airport Clinics etc., as per actual requirements.
- i. Ensure that professional psychiatrists or psychoanalysts to ensure trauma counselling or psychiatric counselling for victims, relatives and other parties involved in any emergency/disaster at the Airport.
- j. Ensure that the hospital shall make available to BIAL copies of all MoUs / agreements signed with other hospitals, ambulance Company/Hospital, and doctors/counsellors to achieve the above objective.
- k. Ensure that in the event of any disaster/emergency at the Airport, the designated Duty Medical Officer (DMO) at the Airport shall proceed immediately to the accident site and commence triage and stabilization of casualties in conjunction with the other paramedics and Aircraft Rescue and Fire Fighting (ARFF) personnel. On arrival of the back end support team from the off-site hospital, the triage organizations shall come in to place.
- l. The Service Provider shall ensure that memorandum of understanding /agreement has been signed with exclusive ambulance service providers and an emergency response plan to deploy any number of such ambulances during mass medical emergency has been prepared with consent of BIAL.
- m. The Mass medical emergency management team (QRT) coming to the airport shall be having personal protective equipment, uniform with clear name tag and hospital

names, company provided valid Photo ID Cards etc. at its own cost. All such Personnel shall be under the command of the Triage Coordinator/Liaising Officer/Medical Coordinator as it is defined from time to time by the Service Provider in consent of BIAL.

- n. ensure that temporary morgue is set up near the incident site within the Airport, in case of mass casualty incidents occurred at KIAB.
- o. Handling of the dead passengers/crew, followed by an accident at the Airport is one of the critical tasks that demand a concerted effort of the Airport medical service provider, local government agencies such as District Magistrate, Police and Public Health Departments as well as the Airport Operator and the Airline concerned.
- p. Based on the Air Safety Circular 5 of 1973, and Air Safety circular No. 6 of 2010 and other relevant regulations, the primary agency responsible to handle the deceased are the jurisdictional Police Authority supported by the Airport medical service.
- q. The Airport Medical Service Provider shall provide all timely support as required by the Police or the District Magistrate for carrying out post mortem and other medical requirements in such scenario.
- r. The Service Provider shall ensure collection of samples of viscera, blood samples, and other body fluids, organs etc. post disaster/aircraft crash for investigation and enquiry purpose. This is a regulatory requirement and shall comply without compromise

IV. MANAGEMENT OF BIAL MI ROOM LOCATED AT ARFF & ANCILLARY MEDICAL FACILITY SUPPORT AT BIAL

Emergency Medical Technicians (EMTs) support for ARFF Ambulances

- a. As required by the regulation, BIAL has commissioned and maintained three (3) ambulances at the airside attached with fire & rescue team for the sole use at aircraft emergencies. They are driven by BIAL staff. However, the Service Provider shall provide three (3) Emergency Medical Technicians (EMTs) (preferably male paramedics) in each shifts to man the ambulances for round the clock operation and respond to aircraft medical emergencies occurred at the Airport.
- b. Service Provider shall periodically inspect the aforesaid ambulances and advise the BIAL team to ensure that (i) all medications therein are within their published expiry dates; and (ii) all medical equipment therein is in proper working order and condition. In the event any medication or medical equipment is required to be replaced, Service Provider shall replace the same at the cost of BIAL on actual basis.
- c. In the event of BIAL rescue ambulances not available at the airside, the Service Provider shall deploy equal number of ambulances to the airside. Such ambulances shall be relieved only on resumption of the BIAL ambulances, and all cost incurred towards positioning the same will be borne by BIAL.

- d. Service Provider shall maintain minimum three standard first aid kits in the BIAL-ARFF ambulances for mass medical emergency / disaster response.
- e. The EMTs deployed at ARFF shall adhere to the shift pattern of the ARFF crew so that the synergy of responsibility ensured. All EMTs shall be operationally reporting to the Duty manager ARFF, whereas administrative reporting to the Service Provider.
- f. Service Provider shall ensure 24x7x365 presence of EMTs strictly as per the Indian labour law provisions & BIAL policies, as any deviation in the same shall affect response to the aircraft emergency response.
- g. The EMTs deployed at the ARFF shall be having personal protective equipment, uniform with clear name tag and hospital names, company provided valid Photo ID Cards etc. at its own cost, in addition to the Airside Entry permit issued by the Civil Aviation Security.

Airside Medical Inspection Room (24x7x365) at ARFF

- a. As required by regulation, BIAL has established an airside Medical Inspection room containing eight (8) beds for use at the time of contingency. The Hospital shall ensure adequate quantity and type of medicines and medical supply at the MI Room and maintain it.
- b. Hospital shall conduct periodic inspection of the airside Medical Facility to ensure functionality of equipment and validity of medical supplies.
- c. The actual periodic replacement/utilization plan and cost of Medicines and Medical equipment at the airside Medical Inspection Room at ARFF shall be considered in the Proposal at the time of bidding. . A jointly signed inventory of medications and medical equipment, including their cost, shall be maintained for each ambulance.

AED & First Aid Box

- a. shall periodically inspect the Automated External Defibrillators (AED) commissioned by BIAL at various locations in the Airport and advice if any corrective/upgrading activities required.
- b. shall periodically inspect, and maintain up to date medical supply in the First Aid Boxes established at strategic locations in the Airport.

V. COMPLETE PARTICIPATION IN EMERGENCY MOCK EXERCISES (FULL-SCALE, PARTIAL, AND TABLE TOP EXERCISES)

- a. Hospital shall provide all support to BIAL during planning, briefing, implementing, debriefing and documenting emergency exercises. The exercise schedule will be (i) Full-scale exercises (once in two years), (ii) partial exercises (twice in a year); (iii) Tabletop exercises (quarterly). Such exercises can be either exclusively on medical response, or support role to other airport functions.
- b. In addition, Hospital shall organize internal Mock exercises at least once in year with participation of all its panel hospitals and ambulance Hospital. BIAL shall be invited to be party to/observer of such exercises and all documentation pertaining to the same shall be shared with BIAL for regulatory audit purpose.
- c. Full Scale Emergency Exercise are on-site (field exercise) drills at the Airport with involvement of all panel hospitals, QRT teams from the hospital, Ambulance services (minimum 10 ambulances), and Triage management in its totality. Whereas the partial exercises involves scaled down facilities from the above. The cost involved in all such exercises shall be factored in the proposal at the time of Bidding. BIAL will not make any additional payment to the Service Provider for such mandatory exercises.
- d. All exercises are to meet the civil aviation requirements for airport emergency management, hence the rules, regulations, requirements, and documentation as required by the Airport Operator shall take priority in the exercises.

VI. PARTNERING WITH BIAL FOR VARIOUS NEED BASED MEDICAL TRAINING FOR AIRPORT STAFF

- a. Hospital shall conduct training need analysis for the Airport staff in terms of medical response and casualty management, and advice the BIAL management for periodic trainings for various target groups. Such professional trainings shall be conducted in the Airport or in the training facility outside as deemed fit by the BIAL & Service Provider imparted by the professionally qualified Personnel and participants duly certified.
- b. Service Provider also can propose formal training programmes at their cost and arrangements for the Airport Stakeholder Organizations with the objective of enhancing capacity in aviation crisis management and generating additional revenue. However, such Plans and Estimates shall be part of the proposal at the time of Bidding and shall be included in the commercial bidding as well
- c. Any training organized in the Airport shall be with advanced information to and approval by BIAL authorities from time to time basis.

VII. ADVANCED MEDICAL SUPPORT INCLUDING AIR AMBULANCE, TELE-MEDICINE, BIKE AMBULANCE ETC

- a. Airport is witnessing high rate of growth and the passengers travel through this Airport are a diverse community. The advanced health facility that are required for such passengers at the Airport also may be explored by the Hospital. Some of the indicative list in this direction are:

- Critical transfer of casualty (air - ambulance facility)
 - planned medical emergency (medical tourism)
 - advanced medical care (tele-medicine)
 - multi-speciality care (cardiac care with stabilizing etc)
 - indigenous medical care psycho-traumatic care (counselling)
 - Bike Ambulance service within the Airport premises for quick response
 -
- b. Any of the above services proposed shall be with the intention of enhancing Airport emergency management and generating revenue; all such proposals and future development plan shall be part of the proposal at the time of bidding, and shall be included in the commercial bidding as well.

VIII. SUPPORT TO GOVT OF INDIA & GOVT OF KARNATAKA IN HANDLING PUBLIC HEALTH EMERGENCIES SUCH AS EBOLA, ZIKA, MERS, PULSE POLIO ETC

- c. Public Health Emergency is a State subject for which the Airport Health Organization (APHO) has been established at the Airport. APHO is nodal to all sorts of public health issue such as flue, Ebola, Yellow fever etc. The Service provider, as and when required/demanded by the Govt authority, shall provide all support to the APHO
- d. The Service Provider shall have a clearly defined procedure and capability to tackle all bio-waste generated at their facility. In addition to the same, the bio waste generated at the APHO office and other locations (if any) shall be handled by the Hospital. The commercials involved in this scope and its licensing requirements shall be part of the proposal at the time of bidding.
- e. In case of any emergency associated with the NBCR (Nuclear, biological, chemical, and radiological), the partnering hospital shall work under the State administration, and provide all possible support.
- f. Human Quarantine facility as part of the Airport medical clinic which is capable of isolating passengers with communicable disease as identified periodically by MoH. Responsibilities of the hospital for quarantine requirements of individuals/aircraft as whole needs to be factored.
- g. The Service Provider shall ensure that stock of all personal protective equipment (such as masks, gloves, full body covers etc.) required to handle Public Health Problems like Ebola shall be available at the Pharmacy for sale to the needy.

IX. MEETING COMPLIANCE REQUIREMENTS TO STATUTORY REGULATIONS, AUDITS, AND ADVISORIES WITH DOCUMENTED PRACTICES

1. Documentation is key for improvement and efficiency. It also helps to demonstrate the capability and comply with the regulations. The Hospital

shall ensure that it's always in compliance with the regulatory requirements from various Govt authorities, meet the certification and licensing audits by various agencies and adhere to advisories issued by the Govt.

2. The following mandatory requirements shall be completed by the Hospital

- Qualified infection control team to prevent and control outbreaks
- Authorization from KSPCB for generation & storage of Biomedical waste
- Proper set up of waste management as per KSPCB norms

3. The following types of documentation shall be maintained by the Service Provider and shall share with BIAL:

- **Mass Casualty Management Plan (Triage Management Plan).** This shall be updated at least once in year and obtain due approval of the Airport Operator on behalf of the DGCA
- **SOP for casualty management at KIAB** (detailed plan of resource deployment to address day-to-day off-site incidents/accidents). This shall be updated at least once in year and obtain due approval of the Airport Operator on behalf of the DGCA
- **Consolidated report of all medical cases attended by the Service Provider:** This is monthly submission to BIAL
- **Case study reports of major/controversial Medical cases at KIAB.** This is based on individual cases occurred from time to time
- **Roster of employees.** This shall be submitted on the 25th of every month for the subsequent month of deployment. Any change in the published roster due to contingency shall be communicated in writing to BIAL at least 6 hrs prior to the effective change
- **Emergency contact directory of all staff, and empaneled team.** Any change in the same shall be communicated in writing to BIAL from time to time
- **On the spot death certificate and/or death summary:** in case of death occurred on board of the aircraft/anywhere in the BIAL campus. This is critical to contain the contingency from any triggering effect and to meet the regulatory requirements.
- **Book of accounts (monthly):** audited or unaudited financial statement of the operations at KIAB shall be furnished to BIAL on monthly basis. However, annual financial report submitted to BIAL shall be audited account statements
- **Submission of waste generation report for the Bio-Waste:** This report shall be prepared and shared with BIAL in writing on Monthly basis.
- Any other report as required by the DGCA or Airport Authority

X. PARTNERING FOR VARIOUS AIRPORT STAFF WELFARE SCHEMES BY HR AND PROMOTIONAL INITIATIVES WITH CSR.

a. The Service Provider shall explore options for the following to ensure best customer/employee satisfaction at KIAB, and to generate more revenue for better and sustainable Airport medical service. Indicative list of opportunities are:

- Pre-employment check
- Contract with Airport organizations for their staff welfare schemes
- Annual health check up of BIAL and other airport organizations
- Health cards to employees of various organizations at the Airport
- Acceptance of Insurance Cards at Hospital and Airport Clinic
- Airline Crew Agreement for Breath Analyzer Tests.
- visibility of brand and its value addition, being present at the Airport. Availability of business opportunities by virtue of operating in Airport should be considered (more than 35 domestic & international airlines, more than 10 concessioners, and various contractors).
- Explore opportunity to Partner with BIAL for various CSR initiatives in and around the Airport.

Any further clarification of the same shall be obtained during the pre-bid meeting. Any firmed up proposition on the above shall be part of the proposal at the time of Bidding and included in the commercial proposal as well

XI. Various other specific Points to be considered:

- a. The Service Provider shall ensure that the doctors escort sick/injured person from Airport to the city hospital on requirement basis.
- b. Due to snake menace, anti-venom drugs should be made available in the medical room 24/7.
- c. The ambulance drivers needs to be trained on Airside Safety procedures and ADP will be issued to them. They have to be independent during medical emergencies/ambulance requirements, without depending on Follow Me or Airport support. Sufficient number of ambulance drivers shall be available on roster and will be trained accordingly.
- d. Procedures for consolidated monthly bill clearance (cashless treatment) for Airport staff (instead of paying upfront) by the concerned agencies may be considered. A loader or our terminal staff need not search for money when medical treatment is required on the job.
- e. Medical practitioners & Drivers deployed at KIAB shall be fully conversant with usage of Wireless set. Alternatively, the ambulance driver should have 24/7 duty mobile number.
- f. The Service Provider under no circumstances shall understaff the medical facility due to whatsoever reason. The complete responsibility of ensuring AEP and other security clearance documentation shall lay with Service Provider. If there is a delay or unavailability of the doctor or staff at facility in each shift

or restricted movement of ambulance or drivers at airside due to access issues, it will be handled based on the penalty clause in the agreement.

- g. The Service Provider to maintain/reserve a good strength of doctors, nursing staffs, EMTs, Drivers and Pharmacist to mandatorily have Temporary AEP, Police Verification/ passport issued in last 5 years. This will ensure availability of readily deployable staffs or doctors in case there is any HR shortage owing to whatsoever reason.

XII. Security Clearance

The Service Providers shall obtain security clearance for all its Personnel, employees from BCAS for operating at the Airport and shall also obtain Airport entry permits.

Security clearance documents shall be submitted to the Airport operator minimum 03 months prior to start the operations for onward submission to the office of Regional Deputy Commissioner of BCAS to carry out background check of the Company and Board of Directors and also for approval for issuance of Airport entry permits.

Security clearance documents to be submitted in triplicate.

The relevant portions of security clearance documents has to be signed by Director/Owner/President/ Vice President level employee.

S No.	DOCUMENTS REQUIRED	DESCRIPTION OF DOCUMENTS
1	Copy of certificate issued by Registrar of companies or any other central/ state govt. authority registering the company for similar nature of work.	a) Incorporation certificate or Registration certificate b) Memorandum of Articles c) Articles of Association d) Form 32 is required cessation and addition of Board of Directors, if any changes in the constitution of the Board of Directors, since formation of the company e) In case of change in address of the registered office, Form 18 is required.
2	Profile of the Company/ Contact address	a) Brief description of the Company with past experience in the field. b) Details of owner/Directors official contact address with contact numbers.
3	Residential address of Board of Directors	a) Present & Permanent residential address, details of all the Board of Directors/Owner(as on date) for past 05 years and proof of residence. b) Passport copies of all Board of Directors/ Owner.
4	Foreign Board of Director	In case of Board of Director other than Indian national, IB clearance format has to be submitted for obtaining clearance from Intelligence Bureau(IB)

5	Share Holding Pattern	In case of any Foreign Direct Investment (FDI), share holding pattern of the Company to be declared, else a declaration stating “No FDI involved” to be submitted.
6	BCAS Clearance	Any other security clearance from Bureau of Civil Aviation Security (BCAS) is obtained earlier, the details shall be disclosed

Details and requirements regarding Airport Entry Permits:

As per Rule 90 of Aircraft Rules, 1937 read with Rule 18 of Aircraft (security) Rules 2011, Commissioner of security (Civil Aviation), Bureau of Civil Aviation Security or Aerodrome operator or any person authorized by the Central Government in this behalf have been vested with the powers to issue Aerodrome Entry permits to persons for their legitimate functions at the Airport. Accordingly, Commissioner of Security, BCAS, authorized Airport operator vide revised aerodrome entry policy guidelines for the entry in airports/ civil enclaves in India to Issue Temporary Airport Entry Permits for Indian Nationals for a maximum period of 90 days as an initial Issue and reissue of AEP's with approval of Regional Dy. Commissioner, BCAS

PERMANENT AIRPORT ENTRY PERMITS

Permanent AEPs are to be issued for a period of 90 days and above by BCAS. After obtaining security clearance, the Service Provider can apply for permanent airport entry permits for their employees.

Documents to be attached for issuance/re-issuance of Permanent Airport Entry Permits

1. Duly filled up AEP application form
2. Self-attested and counter signed by the Authorized signatory on copy of Passport or Police Verification issued by either Commissioner of Police or SP of police issued within 05 years.
3. Copy of Appointment order/ Transfer order/Promotion order
4. Copy of AVSEC awareness certificate issued within one year.
5. Justification letter for new AEP's may be provided by the agency concerned for their fresh appointment and initial re-issue.
6. Part B & D of the application form and left side photograph shall be signed by the authorized signatory of the organization and signature of the security department in part E
7. Endorsement of concerned BIAL department is mandatory in case of service providers of BIAL.

8. Copy of existing AEP needs to be attached for the reissuance of temporary AEP
9. IB clearance certificate, copy of passport and visa is required in case of foreign nationals. If foreign nationals are staying more than 01 year in India required to attach Police clearance certificate.
10. A fee of Rs. 75/- in the form of DD shall be drawn in favour of Airports Authority of India, Hyderabad, payable at Hyderabad.

TEMPORARY AIRPORT ENTRY PERMITS FOR 90 DAYS

Temporary airport entry permits for 90 days shall be issued by Airport Operator as an initial issue and re-issue will be subjected to the approval of BCAS. Application for reissue of 03 months AEP shall be submitted 30 days prior to the expiry of existing AEPs to Airport pass office as approval is required from the office of RDCOS, BCAS, Hyderabad region for re-issue of AEP's.

Documents to be attached for issuance/re-issuance of 03 months Airport Entry Permits

1. Duly filled up AEP application form
2. Self-attested and counter signed by the Authorized signatory on copy of Passport or Police Verification issued by either Commissioner of Police or SP of police issued within 05 years.
3. Copy of Appointment order/ Transfer order/Promotion order
4. Copy of AVSEC awareness certificate issued within one year.
5. Justification letter for new AEP's may be provided by the agency concerned for their fresh appointment and initial re-issue.
6. Part B & D of the application form and left side photograph shall be signed by the authorized signatory of the organization and signature of the security department in part E
7. Endorsement of concerned BIAL department is mandatory in case of service providers of BIAL.
8. Copy of existing AEP needs to be attached for the reissuance of temporary AEP
9. IB clearance certificate, copy of passport and visa is required in case of foreign nationals. If foreign nationals are staying more than 01 year in India required to attach Police clearance certificate.
10. A fee of Rs. 75/- in the form of DD shall be drawn in favour of Bangalore International Airport Limited

Note:

- a) Employee requires AEP needs to undergo one day AVSEC Awareness training conducted by Airport Operator before the issuance of AEPs.

- b) Single Point of Contact (SPOC) shall be nominated by the service providing agency for coordinating for the purpose of handling AEPs of their agency concerned.

TEMPORARY AEP'S FOR 03 DAYS

Temporary AEP's for a period up to 03 days shall be issued by the Airport Operator only for operational purposes in emergencies as onetime measure. Such AEP's will not be repeated under any circumstances, however in case of emergent requirement it shall be reissued with the approval of RDCOS, (CA), BCAS.

DOCUMENTS REQUIRED FOR TAEP FOR 03 DAYS

1. Duly filled up application form with the endorsement of sponsoring organization/department of BIAL.
2. Copy of Identity proof issued by Government authority.
3. A fee of Rs. 75/- in the form of DD shall be drawn in favour of Bangalore International Airport Limited.

AEP up to 03 days for Foreign National

Airport operator is authorized to issue temporary airport entry permits up to 03 days to foreign nationals for attending any emergencies/operational requirement after surrendering their original pass port and re-issue of Temporary AEP for another 03 days shall be subjected to the approval of BCAS.

SCHEDULE D
Telephone Numbers of Service Provider

1. Pre-startup & Post Startup - Coordinator(s) and escalation points

Coordinator(s)

Name	Design.	Mobile	Resi	Off	Email	Address

2. Nodal & alt. Nodal Officers for Airport Emergency / Disaster Response as per the Aerodrome Emergency plan

Nodal Officer:

Alternative Nodal Officer

3. Facsimile number: Medical Center/Service Provider - (name place)

Facsimile number E-mail:

4. Hotline between the Service Provider& the Medical Inspection Room at the Airport

Hotline

Single Point Duty Mobile Number at BIAL:

5. 24/7 help line number at the Medical Center/Service Provider

Helpline No

6. Directory of full and complete contact details including e-mail address of the Service Provider; all sub contracted Service Providers, panel Doctors and psycho-traumatic counselors, and subcontracted ambulance Service Provider's etc.

Service Provider & Affiliated Service Providers

Sr. No.	Service Provider/Ambulance	Address	Email	Telephone

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Partner Service Providers

Sr. No.	Medical Service Provider
1	
2	
3	
4	
5	
6	
7	
8	
9	

Partner Ambulance Service Provider

Sr. No.	Ambulance Service Provider
1	
2	
3	

[REST OF THE PAGE IS INTENTIONALLY KEPT BLANK]

SCHEDULE E
Details of Medicines, Equipment and Personnel

(A) Medical Inspection Room Stock

Particulars	UOM	Quantity

(B) Moveable Assets

Items	Quantity

(C) Crash Cart & Ambulance check list

Sr. No.	MEDICINE	Quantity

Ambulances

Sr. No.	Particulars

(D) STAFF'S FOR AIRPORT CLINIC DUTY

SL NO	NAME	DEPARTMENT	PHONE NO